

JOB DESCRIPTION

Role:	Head of Services and Development
Reporting to:	CEO
Salary:	£41,600
Terms:	Permanent, 37.5 hours a week

Background

Buckinghamshire has a growing older population who are the heart and soul of our communities – for example as employers, workers, volunteers, mentors, carers and child-minders. They help make our worlds go round. But when the challenges of older age feel overwhelming, and someone's own world shrinks, Age UK Bucks is there to support them. Based in Aylesbury and working across the county, our services support older residents to maintain their independence and well-being, especially when times are difficult:

- Independent, free information and advice
- Maximising client income through Welfare Benefits advice and application support
- Addressing isolation and loneliness through in-home companionship and befriending and reconnecting older people to local community clubs, groups and activities
- Help in the home by referring clients in need of support to a team of self-employed and verified housekeepers, gardeners, foot carers and handy people
- Hospital Discharge Support which features transport home after a hospital stay and short-term community support for those recently out of hospital
- Supporting Bucks Council's Healthy Ageing strategy and the Age Friendly Bucks programme

We have grown as an organisation recently, expanding our services and increasing staff numbers and income as we endeavour to meet the needs of older people in the county, who are struggling to cope with the cost-of-living crisis so soon after the impact of the pandemic. As we grow and adapt to demand, we need to maintain and develop our offering to meet client needs and preferences, demonstrate our impact more effectively, improve our income performance and longer-term sustainability, and support and collaborate more with partners, funders and commissioners. We also want to ensure our people have the tools, training and systems with which to deliver great service and self-develop.

The Head of Services and Development will play a pivotal role in leading this change and supporting and developing the teams and culture that deliver them. Alongside this, a key priority is person-centred support and empowerment, and a focus on staff, volunteer and client safety and safeguarding, and skills development. We'll also be looking to engage service users more dynamically to measure impact and co-produce new services they need and want.

With growing demand for our services and ambition to be an even more effective voice and empowering champion of older Bucks residents across our communities, there has never been a more exciting time to join Age UK Bucks.

Job purpose: A key member of the senior leadership team, you will help lead the organisation through transformational change to more effectively and sustainably deliver our mission - to support, champion and empower older Bucks residents to meet the many challenges and opportunities of ageing.

The role: Will oversee the development and delivery of high quality, person-centred, compassionate and effective support and services for older people across Bucks that has demonstrable impact and quality. You will help shape the charity's structure and improve operational capability, building the team's skills and nurturing new relationships with partners and clients to achieve this.

Key tasks and responsibilities:

- Meet the needs of older Bucks residents through effective, high quality, safe and compassionate support and services that can demonstrate impact and are sustainable financially, meeting appropriate quality standards where required
- Maintain and develop our current service offering, improving efficiencies and operational processes, and developing the services in line with our mission and client needs
- Create and develop new offerings and services that meet client needs, exploring best practice across the Age UK Network and wider VCSE sector, and collaborating with clients, partners, funders, commissioners and stakeholders
- Provide leadership and guidance on developing our people and volunteers, including adopting best practice supervision, case work guidance, safeguarding, line management and people development
- Lead and develop our safeguarding processes and culture, including responsibility for staff and volunteer safeguarding training and practice
- Develop and deliver financially sustainable services, planning and managing income and costs in line with strategy and budgets, working with the Finance leadership and SLT
- Help develop and transform our data collection and story-telling, enabling the organisation to create compelling and inspiring impact and outcome reports for stakeholders
- With SLT, develop reports and information and work with our Trustee Board, Board Officers and Sub-Committees to enable them to guide and steward the charity appropriately
- Play a leading role in improving our income performance and service profitability, and in developing grant and trust applications working with the CEO
- Optimise and raise awareness of our services and impact, through developing effective outreach and presentations to key stakeholders, groups, communities and funders
- Represent the charity at key forums, Boards and activities in order to achieve our mission and strategic goals, bringing the voice and needs of older people to the fore.

Essential qualities:

- Strong and demonstrable people leadership and management skills
- Ability to flex between day to day service delivery support and oversight and more strategic planning and development
- Strong operational delivery experience and skills
- Empathetic to the needs of older people and their families
- Significant Adult social and/or health care experience and knowledge, including safeguarding
- Budget planning and delivery
- Significant impact and outcomes reporting and data collection experience
- Service creation and mobilisation experience
- Experience managing and liaising with senior commissioners/funders/partners.

Desirable qualities:

- Worked in or with the charity sector and with Trustee Board
- Excellent presentation and writing skills
- Competent in the use of computer systems and databases (MS Office, Excel, CRM/database systems).

Adherence and embodiment of our values:

Commitment to the aims of the organisation and the ability to demonstrate the following values:

- **Enabling:** We assist older people to live independently and exercise choice
- **Influential:** We listen to older people, represent their interests and ensure their voices are heard
- **Dynamic:** We are innovative, driven by results and consistently deliver for older people
- **Caring:** We are passionate about what we do and care about each individual
- **Expert:** We are authoritative, trusted and quality orientated

Equal Opportunities

Age UK Buckinghamshire strives to meet the needs of all older people in Bucks but is also aware that some communities could be better served by us. We therefore want to become more representative of the community we serve. We encourage equality, diversity and inclusion in the workplace and encourage applications from our wonderful rainbow of talent in Bucks and people of all ages.

Other details:

- The position is office-based, but with flexibility to work from home and in the community
- Minimum of 28 hrs per week (full time preferred), with flexibility regarding working hours - the post-holder will though, be required to work regularly during core service-delivery hours
- Employees are entitled to 5 weeks (25 working days) holiday per full time role per calendar year. In addition, you will also be entitled to all Public and Bank holidays in England
- The Charity meets the current legislation by providing a pension scheme. All employees are enrolled in the opt in scheme but can opt out if they wish.

This job description may change from time to time according to the needs of the organisation.