

Job Title	Head of Services
Salary:	£46,000 per year
Hours:	36.25 (or minimum of 29 hrs)
Location:	Remote – Home Worker (with travel across Cheshire and regular travel to Age UK's office in Northwich)
Reports To:	CEO
Role Summary:	<p><i>Age UK Cheshire works with older people to support them in living their best life...</i></p> <ul style="list-style-type: none"> • <i>championing the voices of older people, influencing local and national policies,</i> • <i>relieving loneliness, so that older people feel connected,</i> • <i>combatting poverty, so that older people have enough to live on, and</i> • <i>increasing independence, so that older people can live the lives they want to lead.</i> <p>The Head of Services is a key member of the Senior Leadership Team, responsible for leading and managing all aspects of the organisation's service operations. These services, funded through contracts with public sector partners, grants, charitable trusts, donations, fee paying, and income generated through our commercial and trading activities, are crucial to our mission. They include a range of critical services such as information and advice provision, dementia support, wellbeing initiatives, and community home support, all delivered across Cheshire.</p> <p>This role is essential in ensuring the delivery of high-quality financially sustainable services, maintaining compliance with contractual and regulatory requirements, and driving innovation and continuous improvement across all teams. Additionally, the Head of Services holds strategic and operational responsibility for safeguarding across the organisation, ensuring that all activities adhere to best practices and legal requirements in protecting vulnerable adults.</p> <p>Driven by our vision that every older person in Cheshire has the opportunity to live their best life, the Head of Services will work tirelessly towards our mission to support older people, their families, and their carers. This role must embody Age UK Cheshire's values of respectful, honest and person-centred.</p> <p>A key responsibility is co-producing services with older people, ensuring that their voices and experiences are central to the development and continuous improvement of our offerings.</p> <p>The role also involves tackling unique operational challenges, such as digital transformation and adapting to changing community demographics, to prepare the organisation for future growth. The Head of Services will also collaborate closely with the Head of Income Generation and external fundraising support, to create proposals for new services that respond to local needs and reflect the wishes expressed by older people through co-production.</p>

JOB DESCRIPTION		
Strategic Leadership:	1	Be the key Senior Leadership Team liaison for the Services Committee, developing agendas and papers in conjunction with the Committee Chair and ensuring all requirements are addressed on a timely basis.
	2.	Work collaboratively with the Trustee Board, Senior Leadership Team and wider stakeholders, in determining the organisational strategy for the charity.
	2	Develop and implement service strategies that align with Age UK Cheshire's goals, ensuring service quality, operational efficiency, and sustainable growth.
	3	Ensure robust financial stewardship across all service operations, aligning financial management with strategic goals to maintain sustainable growth and resource allocation.
	4	Identify and pursue new service delivery opportunities, including maintaining and enhancing existing services, developing innovative projects, and working with Head of Income Generation to secure funding through the drafting of tender submissions and grant applications that are financially viable and co-produced.
	5	Collaborate with Head of Income Generation and external fundraising support to develop bids for current projects. Create proposals for new services that address local needs and are co-produced with older people, ensuring alignment with the organisation's strategic goals.
	6	Analyse service performance data to identify trends, opportunities, and areas for improvement, keeping the organisation at the forefront of service innovation and ensuring measurable social impact.
	7	Set and monitor service delivery and financial targets and Key Performance Indicators (KPIs) for all service operations, ensuring timely and accurate reporting to the CEO and Trustee Board.
	8	Address unique operational challenges, such as managing remote teams, implementing digital transformation initiatives, adapting to changing funding environments, and ensuring service continuity.
	9	Lead the development and implementation of the organisation's safeguarding strategy, ensuring all services operate in compliance with safeguarding legislation and best practices.
	10	Cultivate and maintain strategic relationships with funders, partners, and stakeholders, ensuring the organisation is well-positioned to negotiate on contracts, secure new opportunities, and expand its impact.
	11	Deputise for CEO as required.
Operational Management:	1	Oversee the service teams, ensuring high standards of service delivery and client satisfaction.

	2	Ensure compliance with relevant legislation and regulatory requirements across all charity service activities, including contract and SLA performance.
	3	Lead the development and implementation of cost-effective service strategies, ensuring efficient use of resources and continuous improvement in service delivery.
	4	Oversee the operational implementation of safeguarding policies and procedures across the whole organisation, ensuring all staff and volunteers are trained and that incidents are appropriately managed and reported.
	5	Monitor and share relevant internal and external intelligence to inform strategic decisions, address operational challenges, and ensure the organisation remains competitive.
People Management:	1	Lead, develop, and motivate the Services Team, fostering a culture of high performance, adaptability, and continuous improvement.
	2	Oversee the recruitment, training, and performance management of staff and volunteers, ensuring compliance with relevant legislation and best practices.
	3	Ensure effective communication and collaboration across all teams, promoting a unified approach to achieving the organisation's objectives.
	4	Demonstrate strong change management capabilities, particularly in leading transformation projects that enhance the organisation's service delivery, with a focus on resilience and adaptability in dynamic environments.
Service Delivery and Innovation:	1	Drive the continuous improvement of service delivery across all operational teams, ensuring services meet the needs of clients and stakeholders.
	2	Encourage innovation within the team, identifying opportunities to enhance service offerings, improve operational efficiency, and integrate digital solutions where appropriate.
	3	Co-produce service delivery with older people, ensuring that their needs, preferences, and feedback are central to the continuous improvement of our services.
	4	Work with Head of Income Generation to identify, design, and pursue funding opportunities through tenders and grants, ensuring that new services are financially viable and aligned with the organisation's strategic objectives.
	5	Work closely with the Senior Leadership Team to cultivate and maintain strategic relationships with funders, partners, and stakeholders, building on efforts to secure new opportunities and expand the organisation's impact as outlined in the organisation's strategic objectives.
	6	Work closely with external partners and funders to develop and implement strategies that support Age UK Cheshire's services and increase community engagement.
Financial and Risk Management:	1	Work collaboratively as a member of the Senior Leadership team to develop annual organisational budgets.
	2	Ensure the effective development and management of Service budgets, resources, and contracts, aligning financial planning with the organisation's strategic objectives.

	3	Provide comprehensive financial and performance reports to the Trustee Board, CEO, and other stakeholders as required.
	4	Identify and mitigate risks within charity operations, including financial, operational, safeguarding, and reputational risks.
Other	1	Adhere to Age UK Cheshire's policies and procedures, with a commitment to equality, diversity, and inclusion.
	2	Perform other duties as required to support the charity's objectives.
	3	Support work-life balance initiatives and flexible working arrangements to promote a healthy work environment.
PERSON SPECIFICATION		
Leadership and People Management:	a	Proven ability to lead, manage, and motivate a diverse team to achieve exceptional results across multiple service areas.
	b	Experience in managing multi-site and multi-service operations, particularly within the charity or public sector.
	c	Demonstrated experience in change management and leading transformation projects, especially within dynamic environments like the charity sector.
	d	Ability to foster an inclusive workplace where diversity and individual differences are valued and respected to achieve the organisation's vision and mission.
Strategic Thinking and Decision Making:	a	Strong experience in using data to evidence service delivery, manage performance, and measure social impact.
	b	Experience in identifying and sharing relevant intelligence that impacts the organisation's work and informs strategic decisions.
	c	Ability to persuade and influence others, building consensus and securing buy-in to accomplish organisational objectives.
Operational Excellence and Innovation:	a	Proven ability to develop new insights into service delivery, challenge conventional approaches, and encourage innovation in designing and implementing new projects.
	b	Demonstrated success in designing projects that attract funding and win tenders aligned with strategic objectives, ensuring services are both innovative and financially viable.
	c	Experience in co-producing services with older people, ensuring that their input and preferences are central to service development.
	d	Experience in collaborating with fundraisers or similar roles to develop bids and proposals that align with organisational strategy and respond to community needs.
Financial Management:	a	Experience in developing and managing budgets, financial planning, and financial reporting within a complex operational environment.
	b	Proven ability to align financial management with strategic objectives, ensuring the efficient use of resources.
Safeguarding Knowledge and Experience:	a	Strong understanding of safeguarding principles and practices, with experience in implementing and managing safeguarding strategies within a service delivery context.
	b	Ability to ensure that safeguarding policies are adhered to across all services and to manage any safeguarding

		incidents with the appropriate level of care and professionalism.
Communication and Influence:	a	Excellent communication skills, both verbal and written, with the ability to influence and engage stakeholders at all levels.
	b	Experience in building and maintaining strong relationships with funders, partners, and other stakeholders.
Compliance and Risk Management:	a	Strong knowledge of regulations and best practices related to service delivery within the charity sector, with the ability to ensure compliance across all activities.
	b	Experience in identifying and mitigating risks within a complex operational environment, including financial, operational, safeguarding, and reputational risks.
IT Proficiency:	a	Proficient in Microsoft Office (Word, Excel, Outlook) and familiar with advanced tools such as CRM systems, project management software, and other relevant technologies, with the ability to utilise data for decision-making.
Other Requirements:	a	Ability to travel to locations across Cheshire for internal and external meetings.
Desirable:	a	Experience in managing services for older people or within the health and social care sector.
	b	Experience in working with volunteers and coordinating community-based services.
	c	Understanding of the aims and values of Age UK Cheshire.
ADDITIONAL INFORMATION		
Hours:	36.25 hours per week, with flexibility required to attend service sites, Age UK Cheshire shops and fundraising activities. Also open to applicants interested in part time hours at a minimum of 29 hours per week.	
Contract:	All new staff are subject to a six-month probationary period. Eight weeks' notice is required to terminate employment by either side i.e. the employee or Age UK Cheshire. During the probationary period, one week's notice is required by either side.	
Travel:	Regular travel required. Mileage paid at 45p per mile.	
Holiday Entitlement:	From 1st January to 31st December the basic annual entitlement for full time employees is 25 days, plus an entitlement to Public Bank Holidays and a discretionary entitlement to 1 extra day awarded by the Trustees. After 5 years' service an additional day will be added each year up to a maximum of 10 years and a total of 30 days leave per year. Part time staff will have their entitlement pro-rated according to the number of hours they are contracted to work.	
Pension:	Age UK Cheshire has an automatic enrolment workplace pension scheme in place for eligible employees.	
Health Care:	Age UK Cheshire offers a Health Care Cash Plan and staff are entitled to receive healthcare benefits.	

Age UK Cheshire is a *Mindful Employer* and positive actions will be taken to ensure that people will not be excluded from working for the organisation because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental health.