

## Director of Services (Job Description)

Age UK Herefordshire & Worcestershire are an independent, local charity and brand partner of Age UK, working in the two counties and striving to make Herefordshire and Worcestershire a great place to grow older.

Are you **passionate** about **helping to improve the quality of life for older people** and would like to help us to **promote choice, opportunity and independence** in your new role?

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**Location:** Malvern Gate, Bromwich Road, Worcester, WR2 4BN

**Responsible to:** Chief Operating Officer

**Salary:** £39, 039

**Hours:** 37

*Plus, additional benefits of 5.6 weeks holiday (pro rata), pension and optional healthcare scheme*

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### Main Purpose of the Job:

This role is designed to lead, manage and develop the services function across the organisation. The post holder will also act as Deputy to the Chief Operating Officer and be an active member of the Senior Management Team, contributing towards the strategic development and operational management of all areas of the organisation.

### Responsibilities and Duties:

#### Strategic Management:

1. To be an active, integrated and cohesive team member of the Senior Management Team in order to contribute fully to strategic development and delivery.
2. To work with the COO in providing leadership and direction in the development of a broad range of person centred activities in line with the Strategic Plan and the organisation's vision.
3. To provide reports, information and analysis for the Leadership Team, Board of Trustees and other planning processes as required.
4. To maintain and develop good working relationships in both Counties, within statutory, voluntary and other agencies on a wider basis as appropriate.
5. To act as deputy to the Chief Operating Officer, representing the organisation and attending meetings when requested.

#### People:

6. To provide leadership, direction and coaching for direct reports in order that they optimise their effectiveness and fulfil their potential.
7. To ensure action planning, monitoring and evaluation of Age UK H&W services are implemented in a timely fashion.

8. To coordinate the work and monitor workloads of direct reports, undertaking Development & Performance Reviews against key performance indicators as required.
9. To be responsible for managing absence, annual leave (to optimise capacity), grievance, disciplinary issues etc
10. To provide advice, mentoring, and identify appropriate training and development needs for direct reports, assisting in the development of their potential.

#### **Quality Management:**

11. To manage and lead the service functions within the organisation ensuring that they deliver against the strategic plan, with a high level of customer focus, and an emphasis on equality, diversity and inclusion.
12. To ensure compliance with contract delivery and quality standards as required.
13. To drive a high quality performance culture, responsive to the needs of the charity and its clients.
14. To embed effective systems and procedures creating a culture of continuous improvement, ensuring best practice dissemination across all services within the charity.
15. To contribute to the development of appropriate financial/IT management reporting systems to ensure the efficiency and effectiveness of the service functions and overall organisational performance.

#### **Service specific responsibilities:**

16. To be the safeguarding lead for the charity.
17. To develop and deliver presentations in both external and internal situations as required.
18. To ensure appropriate action planning, record keeping and data management for effective reporting against KPIs both internally and externally.
19. To work with the Senior Management Team and Service Managers to maintain and develop appropriate and robust income generating activities.
20. To identify potential service contracts and opportunities for the charity, taking the lead in tendering and bidding for competitive contracts.
21. To ensure service managers/leads maintain effective relationships with appropriate commissioners.
22. To proactively oversee service contract delivery, ensuring timely reporting and monitoring.

- 23 To develop person centred evaluation processes within services in order to inform current and potential service development.

**General:**

24. To adhere to all relevant policies with particular reference to staffing, equality and health and safety.
25. To comply with all relevant legislation.
26. To undertake appropriate training and personal development as required for the role.
27. To participate as a member of the Senior Management and organisation-wide team.
28. To support the work of the Chief Operating Officer and senior management team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
29. To portray a positive image of the organisation both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example.
30. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

**Other Information:**

- Age UK Herefordshire & Worcestershire is a Brand partner of Age UK nationally.
- Age UK Herefordshire & Worcestershire is a member of, and works within, the philosophy and principles of the Age England Association.
- Age UK Herefordshire & Worcestershire is committed to equal opportunities, principles and practice.
- All staff, in their roles and working collaboratively, will be expected to pursue the aims and objectives of Age UK Herefordshire & Worcestershire set out in the overall strategic plan of the Organisation.
- All staff must work within the policies and guidelines adopted by the Organisation
- All staff will participate in the supervision and appraisal systems adopted by the Organisation.

**How to apply:** Visit our [website](https://www.ageukhw.org.uk) to download an application form and send to [jobs@ageukhw.org.uk](mailto:jobs@ageukhw.org.uk) Alternatively you can phone 0800 008 6077 or email [jobs@ageukhw.org.uk](mailto:jobs@ageukhw.org.uk) for more information

**Closing date:** 1<sup>st</sup> October 2020

**Interview date:** TBC