

- Job Title:** Operations Lead/Director of Resources
- Salary:** £45,000 per annum plus pension and benefits
- Hours:** 35 hours per week
(with occasional evening and weekends)
- Location:** 2 Chapel Court, 126 Church Road, Hayes UB3 2LW

Age UK Hillingdon, Harrow and Brent is seeking to recruit an Operations Lead/ Director of Resources to lead, manage and develop central functions within this prominent and successful charity that supports the lives of older people across the London Boroughs of Hillingdon, Harrow and Brent.

Our Mission & Vision

Our Mission

To make later life better in Hillingdon, Harrow and Brent.

Our Vision

To create a world where everyone can love later life.

We want to be seen and acknowledged as:

- A quality and trusted provider of services;
- Innovative and responsive;
- Representative of and grounded in the community; and
- Accessible and proactive in the use of technology.

Every task carried out, piece of advice given or benefit secured achieves one or more of these aims.

Age UK HHB also shares a **Vision** with our 120 Brand Partners across the Age UK Network: **'To create a world where everyone can love later life'**

We aim to achieve this vision through **our values** which are:

- **To be Inclusive** - we are inclusive and value the diversity of others around us. We welcome everyone and are ready to learn from the experience and knowledge of others.
- **To be Responsive** - we are quick to act and positive in our approach, even when facing adversity. We are flexible, can adapt and rapidly learn to take on challenges.
- **To be Respectful** - we are respectful in our approach and treat our clients, colleagues and stakeholders in a professional, caring way. We ensure the voices of those in later life are listened to.

The Board of Age UK HHB has a five year strategic plan that aims to ensure that **‘every older person in Hillingdon, Harrow and Brent has someone to turn to’**

We aim to achieve this through - Empowering, Enabling and Supporting

Our aims for the older people in Hillingdon, Harrow and Brent are to:

- Increase the number of older people benefitting from our services
- Reduce isolation for older people and particularly older people living alone
- Improve the quality of life for older people using our services, as evidenced by reporting that they are better able to:
 - Look after their home and keep safe
 - Look after themselves and retain their independence
 - Maintain their health and wellbeing
 - Keep in touch with people and life
 - Manage their money
- Increase our net contribution to Hillingdon, Harrow and Brent.

We are looking for a Director of Resources to take a leading role within the Senior Management Team (SMT) to help achieve these goals. We need someone who is able to operate effectively in challenging times and a constantly changing working environment.

Experience of successfully leadership, managing people, organisational change and improving business processes to support our strategy will be essential to this role.

The following pages provide some background information about Age UK Hillingdon in terms of our history and what we do to support older people across the borough.

Further information can be found on the Age UK HHB website at:

<https://www.ageuk.org.uk/hillingdonharrowandbrent/>

About Us

Age UK HHB operates across three London Boroughs across West and North West London with a population of some 880,000.

We have a proud history of over 30 years' service in the Boroughs and have grown to provide a wide range of services to meet the needs and demands of an increasing number of older people. Our mission is to make later life better for everyone in the Boroughs and our values underpin everything we do and our desire to highlight what is positive about age. We are passionate about making Hillingdon, Harrow and Brent great places to grow old in.

We have an annual turnover of some £3.2m and in 2020/21 reached out to over 15,000 people.

Age UK HHB is a founder Member of H4All a Charitable Incorporated Organisation set up by five prominent third sector charities in Hillingdon. H4All presently provides Health & Wellbeing services under contract to a range of NHS and other Commissioning organisation to residents that need support to better manage long term health conditions, frailty and isolation. We are also leading partners in a range of similar collaborations; Harrow Together, Third Sector Together, Brent Gateway to name but a few.

We pride ourselves on the quality of our services having achieved a number of external accreditations including Advice Quality Standard Assessment (IAQP) and Investors in People (IIP).

As a charity we make significant use of volunteers which not only enables us to offer our extensive range of services, but provides our volunteers with a real sense of community spirit and the knowledge that they are doing something worthwhile.

How we are structured

Age UK HHB is governed by a Board of trustees who are responsible in law for the charity. Their services are offered on a voluntary basis and they are elected by the members at the AGM. They set overall policy, monitor implementation of our five year plan, are responsible for ensuring funds are raised for the services that Age UK Hillingdon run and for raising the profile of the organisation within the borough.

The Director of Resources will report to the CEO and will be supported by the Directors of Services and finance as well as a strong and experienced operational management team.

We currently have 115 staff and over 230 volunteer placements.

Our Services

Our services vary across the boroughs but include:

Information and Advice – including general Information & Advice, Welfare Benefits, financial and housing assessments and will writing

Social Wellbeing Services - including Active Ageing Groups, Ageing Well Groups , Befriending Services, Interactive Older People's Club, Townfield Community Centre, Failte - Irish Social Club

Hospital and Community Services – including A&E Support, Falls Prevention Home from Hospital Service, Take Home and settle.

Home Services – including Help at Home, Home Share, Trusted Traders and LPAs

Retail Charity Shops - we operate two successful charity shops in Hillingdon alongside another 9 run as part of a partnership with Harlington Hospice and Michael Sobell. The shops bring in significant income to support our work.

Moving Forward

As with other organisations, we have undergone a significant amount of change over the last couple of years in response to the COVID pandemic and national and global challenges. We have made every effort to review our structures in order to reduce central costs, while minimising impact on front line service delivery.

We are continually looking to improve our internal systems, processes and working practices to ensure we are operating efficiently as an organisation.

The Director of Resources is instrumental in leading on-going improvement and culture change across the organisation. With an accomplished track record in change, programme and project management you will support our workforce to upskill and take responsibility for business improvement.

If you are as excited by this challenge as we are, we look forward to hearing from you!

Job Description

Job Title:	Operations Lead/Director of Resources
Salary:	£45,000 per annum
Hours:	35 hours per week
Days & Times	9.00am – 5.00pm
Responsible to:	Chief Executive Officer
Responsible for:	IT systems and infrastructure, information governance, quality assurance and outcomes Facilities including Health and Safety and premises Staff and volunteering including recruitment and training Marketing and Fundraising including social media Policies and procedures Contractors and suppliers
Main Location:	Chapel Court, Hayes
Status:	Full time Permanent
Funder:	Age UK Hillingdon, Harrow and Brent
Main Purpose of the Job:	To work as part of the Senior Management Team to provide strategic leadership and direction for the organisation. To be responsible for the Charity's business support and reporting functions, our workforce and fundraising activities. To ensure the infrastructure is in place to enable the organisation to deliver on its charitable objectives.

Mains Areas of Responsibility and Key Tasks:

1.0	IT and Premises Facilities
1.1	To work with the CEO, Managers and Trustees to plan, acquire and maintain premises and IT facilities that are appropriate to the needs of the organisation
1.2	To liaise with external contractors and suppliers to secure best value and to develop these resources in line with our strategic objectives, ensuring that the use of these resources is effective and efficient
1.3	To ensure that the organisation has robust systems in place and that use of our IT and premises are compliant with relevant policy and regulations, including health and safety, confidentiality, safeguarding, document archiving and business continuity requirements.
1.4	To work with managers to ensure that all staff and volunteers are supported in using these resources appropriately
1.5	To provide the organisational lead for information governance and data protection
1.6	To provide line management support and supervision to the Resources Team and other staff and volunteers as appropriate, ensuring that these roles have the capacity and competence to deliver on their responsibilities
2.0	Quality Assurance
2.1	To lead on developing and implementing Quality Assurance systems, including IIP and AQS, that ensure that Age UK HHB is compliant with our Age UK Brand Partnership Agreement and can compete effectively for contracts and other funding opportunities including the NHS.

2.2	To ensure that the organisation has a robust system of internal quality assurance and audit including client feedback, and that these results are regularly analysed and used to inform staff and volunteer development and service improvements
2.3	To work with managers to ensure that all staff and volunteers are supported in delivering a high standard of quality assured operations and services.
2.4	To support the Business Improvement Manager to review and streamline internal processes, maximising efficient use of monies and workforce. Oversight of the organisational project management process.
3.0	Income Generation, Communications and Marketing
3.1	To work with the CEO, Managers and Trustees to develop and plan annual income generation and communication goals in line with our strategic aims and objectives.
3.2	To assess and advise the CEO and Trustees of the level of resources needed to deliver on these goals and to work with the CEO and other managers to ensure that we have the resources to support these functions.
3.3	To ensure that the organisations communications and marketing material including public events, our website, service publications and use of social media are consistent and in line with our strategic objectives and agreed key messages.
3.4	To support the CEO, Senior Managers and Trustees in ensuring that internal communication systems are effective and that all staff and volunteers have access to the information needed to deliver on their responsibilities
3.5	To provide line management support and supervision to the Community Fundraiser and Marketing Manager, ensuring that staff and volunteers have the capacity and competence to deliver on their responsibilities
4.0	Workforce
4.1	To ensure policies and procedures comply with legislation and good practice. To ensure these are reviewed and updated on a regular basis
4.2	To be a point of contact for staff and volunteering issues and to support managers in the management of their teams
4.3	To ensure systems are in place to capture HR data for leave, supervisions and appraisals and to provide regular reports to Trustees
4.4	To provide line (or contract) management support and supervision to the Resources Officer and volunteering staff or providers
4.5	To support and advise managers in recruitment and induction of staff and volunteers
4.6	To support and advise on training and development for the workforce
4.7	To lead on meeting workforce quality standards such as 'investing in people/volunteers'
5.0	General
5.1	To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
5.2	To attend staff meetings, away days and other similar staff events.
5.3	To ensure all activities are carried out in harmony with Age UK HHB mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB.
5.4	All staff are expected to undertake their own computer work, both in the production of correspondence and documents, data recording, e-mailing and internet research.
5.5	It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way.
5.6	Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.

5.7	The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.
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Person Specification

Education & Training	
Essential Criteria	Desirable Criteria
Educated to Degree level or with equivalent experience	A professional qualification in Management/HR/IT/Data systems PRINCE 2/ Lean Six Sigma

Experience	
Essential Criteria	Desirable Criteria
Ability to lead and manage a multidisciplinary staff team	Coaching/ management qualification/HR
Experience in marketing or fundraising environment	Institute of Fundraising Member
Managing and using information systems including databases and websites	SharePoint/ Salesforce experience
Implementing new business processes and quality assurance systems	NHS Data and Protection Toolkit/AQS/IIP
Leadership and management of multi-disciplinary teams, including external contractors	Managing volunteers
Negotiating contracts and securing best value deals from contractors and suppliers	
Developing and managing risk management systems including health and safety, business continuity and information governance	Health and Safety lead experience
Budget management and accountability	

Knowledge and Skills	
Essential Criteria	Desirable Criteria
Understanding of Client record systems and reporting	Data Protection/ICO experience
Understanding of Income Generation and Marketing as applied within a Charity context	
Excellent written and verbal presentation skills	
A high level of IT confidence and literacy, able to adapt and integrate information across different systems	
Excellent project management skills with the ability to successfully oversee multiple projects simultaneously	

Personal Attributes	
Essential Criteria	Desirable Criteria
Passionate about and committed to the aims of Age UK HHB	
Self-motivating with a commitment to team working	
A commitment to equality of opportunity and implementing this in your approach at work	

Analytical and methodical approach to problem solving	
The ability to work in a changing environment and respond flexibly to changing needs and demands	

How to Apply

To apply for this position, please complete the application form on our website at <https://www.ageuk.org.uk/hillingdonharrowandbrent/get-involved/current-vacancies/> or your CV and send it to HR@ageukhnb.org.uk with a covering letter and supporting statement that sets out how you meet the requirements of the person specification.

You should give the names, positions, organisations and telephone contact numbers of two referees, relevant to this role. References will only be taken once your express permission has been granted.

You are also invited to complete and return the enclosed equality monitoring form. The information on the form will be treated as confidential, and used for statistical purposes only. The form will not be treated as part of your application.

Please let us know if you will require any special provision as a result of any disability should you be called for interview.

Finally please ensure that you have included mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with the indicative timetable.

Applications should be emailed to HR@ageukhnb.org.uk

Any queries should be directed to HR@ageukhnb.org.uk in the first instance. If you would like to talk to someone about the position please contact us via HR@ageukhnb.org.uk and we will fix up a phone call for you with one of our senior management team.

Timetable

- Closing date for receipt of applications: 9am on Monday 4th April 2022.
- Shortlisted candidate interviews are likely to be held w/c 19th April and w/c 25th April.

Please ensure that you are available for interview on either of the above dates. These dates may be subject to change and candidates will be advised in advance should this happen.

Recruitment Process

Should you decide to make a formal application, you will receive feedback within five working days of the closing date. Shortlisted candidates may be required to undertake additional assessment prior to the final interview and meet with a panel of staff.

Queries

If you have any queries on any aspect of the appointment process, need additional information or wish to have an informal discussion, please contact HR@ageukhnb.org.uk.

Age UK HNB is committed to flexible/hybrid working, equality of opportunity, safeguarding and promoting the welfare of staff, volunteers, all older people and children within the London Boroughs of Hillingdon, Harrow and Brent.