

Job Description

Job Title:	Wellbeing Services Lead/Head of Wellbeing Services
Salary:	£38,000 plus pension
Hours:	35 hours per week
Days and Times:	Monday – Friday, 9.00am – 5.00pm (+ support to on-call rota)
Responsible to:	Director of Services (Statutory and Trusts)
Main Location:	Unit 2 Chapel Court, Church Road, Hayes, UB3 2LW
Status:	Full -Time Permanent
Funder:	Age UK Hillingdon, Harrow and Brent (Age UK HHB)
Main Purpose of Job:	To work as part of the Operational and Senior Management Teams to provide leadership and management of Wellbeing, NHS & other health related services and to deputise for Director of Services (Statutory and Trusts) as required.
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Main responsibilities and tasks:

1.0	Strategic
1.1	Work with the Director of Services (Statutory & Trust) to provide leadership, management and development of all Wellbeing Services, contributing to organisational strategy and the annual business planning process.
1.2	To work with the Director of Services (Statutory & Trust) to identify and resource development opportunities for Wellbeing, NHS and health services, and to ensure our activity is providing optimum impact to improve the lives of older people in the boroughs.
2.0	Leadership, Management & Quality
2.1	Line Manage and develop Service Managers delivering wellbeing, NHS and health services and other staff as appropriate, including setting targets and monitoring performance by ensuring that regular supervisions and appraisals are carried out, and tackling any performance issues in line with policies and procedures.
2.2	Ensure connected working across all wellbeing, NHS and Health Services to ensure best use of resources, skills and learning.
2.3	Develop and oversee systems for feedback from service users to ensure the work, ethos and culture of Age UK HHB is informed by older people.
2.4	Ensure reporting and monitoring systems are applied consistently and robustly across all services to ensure quality data is captured for all service delivery allowing us to measure reach and impact for effective performance management.
2.5	Lead on the promotion of services to service users and stakeholders in social media and associated internal and external publications.
3.0	Finance
3.1	To work with the Director of Services (Statutory & Trust), and managers to develop annual budgets and to ensure services and projects deliver to budget.
3.2	To regularly review expenditure lines to ensure the organisation is managing resources prudently and effectively.

4.0 External influence and partnerships

- 4.1 Work closely with external partners and commissioning/funding agencies to ensure that Age UK HHB delivers the range of services that are required and/or contracted, on time and on budget.
- 4.2 To support and build on our partnerships with other voluntary sector organisations in Hillingdon, Harrow, Brent and neighbouring boroughs including H4All and Harrow Together.
- 4.3 Represent Age UK HHB with other voluntary, statutory and private sector agencies on appropriate external committees, networks and other bodies.
- 4.4 To act as an ambassador for Age UK HHB, promoting the work of our organisation and raising our profile at every opportunity.

5.0 Business Development

- 5.1 To represent Age UK HHB and consortiums at key Grant/funders, NHS and Local Authority meetings to identify opportunities to support statutory bodies in meeting their objectives.
- 5.2 To work with the Director of Services (Statutory & Trust) on developing tenders or business cases for new or expanded services through statutory funding.

6.0 General

- 6.1 To maintain own professional expertise, including attending training as necessary, and be subject to supervision and an annual appraisal.
- 6.2 To attend staff meetings, away days and other similar staff events.
- 6.3 To ensure all activities are carried out in harmony with Age UK HHB's mission, within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB.
- 6.4 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.
- 6.5 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.
- 6.6 Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.
- 6.7 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.

Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent.

Person Specification

Education & Training	
Essential Criteria	Desirable Criteria
Educated to Degree level or equivalent, or substantial successful senior management experience	A Management/coaching qualification

Experience	
Essential Criteria	Desirable Criteria
Proven experience as a successful leader of teams of staff and volunteers	Experience of writing successful tender or grant applications for statutory funding
Experience of effective management of time, tasks and projects	
Demonstrable experience of working within and/or influencing change in health and social care services	
Experience of leading contract and grant meetings, providing timely and comprehensive reports	
Experience of successfully managing multidisciplinary and dispersed teams of staff.	
Proven experience in developing, implementing and monitoring quality standards	
Effective people management including supervision, appraisals and performance management.	
Developing, managing and reporting on annual plans and budgets	

Knowledge and Skills	
Essential Criteria	Desirable Criteria
Knowledge of the voluntary sector and its ways of working with knowledge and understanding of user involvement and empowerment.	Knowledge of project management and development principles. An understanding of NHS structures and transformation agenda
Knowledge and understanding of local health and social care structures	Applied understanding of consortia working
Excellent written and verbal presentation skills	
Strong data analysis and presentation skills	
A high level of IT confidence and literacy, able to adapt and integrate information across different systems	
Able to build networks and work productively in partnership with others	

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 responds flexibly to changing needs and demands	