

Head of Service

Community Services



'Until everyone is living their best later life'

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 20,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

The Service

Age UK Lancashire's charged for services help older people maintain independence, improve wellbeing, and stay connected to their communities.

These services act as early, preventative support that enhances quality of life and can reduce the need for more intensive health and social care intervention.

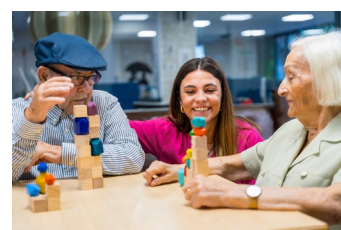
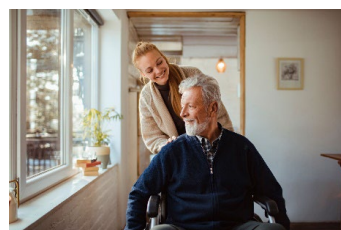
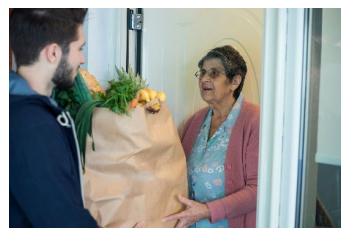
By addressing practical, social and wellbeing needs at an early stage, these services help to prevent escalation of issues such as loneliness, declining health, reduced mobility and loss of independence. Through timely support and regular engagement, they enable older people to remain living safely and confidently in their own homes for longer, reducing pressure on statutory health and care services.

The job, in a nutshell

The Head of Service provides operational leadership across a portfolio of services, with a primary focus on charged-for, privately funded community services that support older and vulnerable people to live independently for longer.

What you'll do for us / The Job

- Take operational and financial leadership of charged-for services, including Day Clubs and Support At Home ensuring they are sustainable, commercially strong, and deliver excellent outcomes for customers.
- Own the delivery of all performance, quality, and income targets, ensuring services meet or exceed expectations.
- Provide operational leadership across your services, working collaboratively with the Senior Management Team to shape the strategic direction of services and operational priorities.
- Drive service growth and commercial performance, ensuring services remain competitive, well-managed, and compliant with regulatory and organisational standards.
- You will also take responsibility for additional services as they arise, ensuring they are delivered to a consistently high standard and aligned with organisational priorities.
- Lead the development and implementation of operational plans to deliver organisational strategy.



Driving: This role requires you to have a full driving licence, access to a vehicle and appropriate business insurance.

DBS: This role requires you to have an enhanced DBS check, and associated costs will be met by the employee.

Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

Leadership

- Provide operational leadership for a portfolio of services including, charged-for services that support older and vulnerable people to remain independent.
- Lead teams across multiple geographically diverse locations, ensuring services are high-performing, holistic, and commercially sustainable.
- Contribute actively to the wider leadership, values, inclusive culture, and continuous improvement of Age UK Lancashire.
- Shape and support the development and implementation of the organisational and the Operations strategy.
- Lead the development and implementation of operational plans to deliver organisational strategy.

Operational Management & Performance

- Hold operational responsibility for services, ensuring they are professional, efficient, safe and value for money.
- Ensure services operate within all quality frameworks and operational standards and improving processes where appropriate
- Drive strong performance management across all areas, monitoring and managing KPI's and use data to inform decisions and maximise delivery and income.
- Oversee recruitment, workforce planning, performance management and development to ensure colleagues and volunteers are skilled, supported and developed.
- Promote a values-based, inclusive and high-performing culture across your services.

Financial & Commercial Accountability

- Lead on budget management, income generation and cost control across services.
- Ensure services meet financial targets, budgets and deliver a sustainable contribution.
- Work in partnership with Finance to ensure invoicing and debt management are closely controlled
- Support pricing, financial modelling and growth planning with internal colleagues.

Quality, Compliance & Safeguarding

- Ensure all services meet regulatory, contractual and organisational requirements.
- Maintain oversight of safeguarding, risk and quality/operational standards.
- Respond constructively to feedback and complaints, using learning to drive improvement.

Partnerships & Stakeholder Engagement

- Build and maintain strong relationships with commissioners, partners and stakeholders.
- Work collaboratively across Networks and local communities.
- Promote services internally and externally to increase awareness, engagement and uptake.

Data & Reporting

- Oversee the production and analysis of service data and reporting.
- Provide accurate, timely reports for internal and external stakeholders.
- Support reporting to funders and attend contract review meetings as required.

Key Relationships

- Age UK Lancashire operations teams, Senior Management team, other Age UK Lancashire colleagues and volunteers
- NHS and Social Care teams
- External partner organisations and community networks
- Families and carers

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Must have

- ✓ Experience/knowledge of leading services for vulnerable people.
- ✓ Significant experience leading multi-disciplinary teams across dispersed locations.
- ✓ A values-based and inclusive leadership approach
- ✓ Experience leading charged-for or commercially delivered services.
- ✓ Strong budget management and commercial awareness.
- ✓ Confident using financial and performance data to inform decisions.
- ✓ Strong analytical and reporting skills; proficient IT user.
- ✓ Solid understanding of safeguarding, risk and lone-working.
- ✓ Experience embedding quality and operational standards alongside continuous improvement.
- ✓ Excellent communication and relationship-building skills.
- ✓ Able to work effectively with partners and commissioners.
- ✓ Strong organisational skills; able to manage complex workloads.
- ✓ Decisive, proactive and solution-focused.

Great to have

- ✓ Relevant leadership, management or social care qualification
- ✓ Background in service development or launching new services.
- ✓ Experience working with Primary Care Networks, NHS partners, Local Authority or commissioners.
- ✓ Knowledge of the issues affecting older people
- ✓ Knowledge of contract management and external reporting requirements.
- ✓ Understanding of quality assurance frameworks or audit processes.
- ✓ Experience using digital tools or systems to enhance service delivery.
- ✓ Familiarity with the voluntary sector, charity governance or social enterprise models.
- ✓ Experience working with volunteers in service delivery.
- ✓ Project or change management experience.

Other information

This role description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

To comply in all aspects with Age UK Lancashire's policies and procedures and to participate and contribute to Age UK Lancashire's activities, meetings and training courses as required.

Colleague quote:

"I really enjoy working at Age UK Lancashire, the values and culture are great and can be seen in everything we do. I enjoy being part of an organisation that is transparent, professional and committed to improving the lives of older people."