

Commercial Services Director

About the organisation

Age UK Lincolnshire is an independent local charity, part of the Age UK federated partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 6000 people every month. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people	Caring & Understanding
To increase our organisation's financial sustainability and contribution to the local economy	Dedicated & Passionate
To be leaders in providing high quality services and achieve customer excellence	Dignity & Respect
To be a partner of choice	Independence
To be an employer of choice for staff and volunteers	Compassionate

We employ more than 260 people in 19 different departments who are supported by over 200 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincolnshire.

Job Description

Job title: Commercial Services Director

Department: Executive Team

Location: Lincoln, covering Lincolnshire and North Lincolnshire

Hours of work: 35 Hours per Week

Contract: Permanent

Responsible to: CEO

Job purpose: The purpose of the job is to provide strategic and operational leadership of the organisation working with the Trustees, CEO/Executive Team, staff teams, volunteers and older people. Working with the CEO and Board of Trustees in setting direction, identifying future development opportunities, agreeing policies and priorities and monitoring and evaluating performance.

Reporting directly to the Chief Executive this is a commercially driven role which is responsible for generating income and overseeing all income generating services within the charity while also maintaining our charitable aims and ensuring that our clients are at the heart of our services and included in any developments.

As a member of the Executive Leadership Team, you will play a key role in shaping, developing and implementing the future of income generating services, as well as contributing fully to the wider strategic planning and development of the organisation. You will have overall responsibility for the delivery of income generating services as well as developing them across the geographical area to enable more older people to benefit; with particular focus on identifying, implementing and growing new income streams.

Key Responsibilities:

Area of work	Tasks
Leading the Team	<ul style="list-style-type: none"> • Maintaining effective working relationships with the CEO and wider Executive team. • Maintaining effective working relationships with the Chair and Board of Trustees. • As part of the Executive Leadership Team leading and creating a Senior Management Team that can develop and deliver first class services.

	<ul style="list-style-type: none"> • Provide learning and development opportunities for the Senior Leadership Team by empowering and delegating appropriately so that decisions are made efficiently and effectively.
<p>Strategy, Development and Relationships</p>	<ul style="list-style-type: none"> • Working with the Executive Team and Trustees to lead the development of longer-term plans and strategies for Age UK Lincolnshire ensuring the organisation develops innovative and stretching service objectives. • Working with the Executive Team and Trustees, lead the preparation of the operational plans on an annual basis, setting out how the agreed strategic objectives will be achieved. • Ensure a robust monitoring Dashboard system is in place to enable the CEO and Trustees to easily monitor progress against delivery objectives set. • Support the CEO in developing the organisation’s public profile, ensuring older people are fully engaged with, and have a strong voice in, the development and delivery of local services. • Support the CEO in developing and maintaining good relationships with other local statutory and voluntary bodies to ensure that Age UK Lincolnshire strengthens their position as a key member of the local Health and Social Care System. • Support the CEO to develop collaborations with other local organisations where it will benefit local older people. • Represent Age UK Lincolnshire in relevant local, regional and national forums as requested; ensuring the organisation is: <ul style="list-style-type: none"> ○ Influencing policy development of National Age UK ○ Developing networking ○ Identifying joint delivery opportunities with other partner organisations
<p>Operational Leadership</p>	<ul style="list-style-type: none"> • Responsible for the leadership and management of commercial service delivery departments in the organisation. • Identify, develop and deliver services which further extend the reach of the organisation across the whole of its geography. • Support the CEO to ensure the organisation is legally compliant and operating to best practice.

	<ul style="list-style-type: none"> • Work with the Executive Team to develop and manage projects and services through service managers, including trialling and evaluating new initiatives. • Support the Executive Team and Senior Leadership Team with sourcing new income opportunities including Grant Making Trusts and other grant opportunities. • Support the CEO in leading the preparation of funding applications and service tenders as appropriate.
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Services	<ul style="list-style-type: none"> • Have the strategic and operational ability and vision to develop and deliver new services as well as expanding our existing services into new areas. Monitor and evaluate the development and act accordingly to ensure successful outcomes both financially and with the number of people we support. • Ensure that services are delivered at the optimum efficiency, reviewing and managing margins and making changes were necessary. • Work with the Executive Team and Service Managers to produce an inspiring yet realistic annual budget for Age UK Lincolnshire, including a review of charges and income. • Oversee and review the completion of timely monthly management accounts dashboards. • Monitor and predict the organisational financial situation against budget, reviewing trends, variances and margins and providing any additional information as and when necessary.
Human Resources	<ul style="list-style-type: none"> • Working with the Executive Team to ensure responsibility for staff and volunteer management across Age UK Lincolnshire with the support of the HR team and appropriate Service Managers. • Working with the Executive Team to ensure that Age UK Lincolnshire’s policies and procedures are in accordance with current law and legislation as necessary – with a particular focus on Health and Safety, Equality and Diversity, Safeguarding, Business Continuity, Data Protection, and Environmental policies. • Support the CEO and Head of HR and Governance in the development of Workforce Plans ensuring that staff and

	<p>volunteers have the right level of skills and competencies relevant to the changing work environment.</p> <ul style="list-style-type: none"> • Support the Executive Team to ensure a fair and consistent approach to all HR matters across the organisation.
<p>Monitoring and Standards</p>	<ul style="list-style-type: none"> • Monitor the progress of Age UK Lincolnshire in achieving strategic and operational plans - including operational and financial performance. • Ensure that Age UK Lincolnshire’s standards are met and assessed through quality audit procedures. • Working with the Executive Team, establish effective project management processes to ensure timely delivery of agreed projects/developments. • Monitor and evaluate the performance of services to achieve desired outcomes. • Manage and support staff – including training, development plans, reviews and appraisals. • Embed monitoring systems to ensure that services provided are constantly evaluated and provided to the highest possible standard, gaining national standards where applicable e.g. Age UK Quality standards, CQC. • Ensure that all members of staff are aware of, and have access to, Age UK Lincolnshire’s policies and procedures as a framework for good practice, and to ensure compliance and liability requirements. • Ensure all appropriate documentation is maintained across the organisation, including regular operational and financial reports to the CEO, Board of Trustees, relevant bodies and funders as required. • Ensure the CEO and/or Trustees receive appropriate and timely advice on all matters relating to the running of the departments. • Support teams to set and manage budgets for each operational area. • Financially analyse operational areas against budget and implement actions where necessary. • Lead, manage and motivate staff and volunteers in a positive and supportive manner.

	<ul style="list-style-type: none"> • Any other duties as reasonably requested by the CEO.
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Person Profile:

- Experience of formulating strategies.
- Experience of successful business growth and development.
- Ability to set clear strategic direction, inspire others and assume command with an ability to translate strategic objectives into deliverable operational plans.
- Ability to contribute at strategic and board level.
- High level strategic planning and decision-making experience.
- Ability to effectively evaluate and mitigate risk.
- Track record of working under significant pressure and able to use sound judgment to make decisions.
- Proven ability to analyse, interpret and present complex data and build business cases supported by clear evidence.
- Strong financial skills with the ability to develop, manage and deliver to budget.
- Consultation, negotiation and influencing skills including both internal and external stakeholders.
- Have experience of working across professional boundaries and in partnership with a wide range of stakeholders.
- Have a facilitative and inclusive approach with the ability to establish relationships with a breadth of partners and stakeholders.
- Experience of managing, leading and motivating teams at a senior level.
- Have highly developed leadership, negotiation and influencing skills with the ability to motivate, challenge, and engage individuals and teams.
- Passionate and inspiring senior leader.
- Ability and confidence to communicate with impact to individuals at all levels of the organisation.
- Ability to work confidentially, remain calm under pressure and to confidently challenge and resolve inappropriate behaviours or poor performance.
- Act as a credible role model promoting a professional image for the department and organisation and to build excellent relationships with the Executive Team, Senior Leadership Team, Board of Trustees and wider workforce.
- A motivated, talented and creative individual with a real focus of 'leading through people' and able to demonstrate the ability to create a high performing team.
- Have evidence of academic, professional/management qualifications together with continuing and ongoing professional development.
- Excellent organisation, planning and communication skills.
- High level of personal and networking skills.
- Excellent project management experience and skills.
- Experience in the charity and voluntary sector.

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

Probation Period

All employees are subject to a six-month probationary period.

DBS (Disclosure and Barring Service)

This post requires an enhanced DBS check (adult's barred list).

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please contact Sarah Nend, HR Manager, on 01522 696000 or via email Sarah.Nend@ageuklincolnshire.org.uk