

Recruitment Pack

Head of Services – Development & Performance

Please find enclosed the following documents.

- Background overview
- Job description
- Person specification
- Aims and Values of Age UK Mid Mersey
- Privacy Notice

(application form and equality monitoring form are additional to this pack)

Please return the form in an envelope marked 'Private and Confidential' to: **Shelley Brown, Head of HR & Finance**, Age UK Mid Mersey, The Mansion House, Victoria Park, City Road, St Helens, WA10 2UE by 5pm on Tuesday 30th June 2020.

Please also enclose a copy of your current CV.

Closing date: 30th June 2020

Interviews: w/c 6th July 2020



BACKGROUND OVERVIEW

HEAD OF SERVICES – DEVELOPMENT & PERFORMANCE

1. The Head of Services – Development & Performance post is an active, integrated and cohesive member of the Senior Management team, contributing fully to strategy development and delivery of the organisation's vision.

Although this role has its own set of duties and responsibilities, the role is part of a split role and the post holder will work collaboratively with the **Head of Services – Delivery and Projects**, in terms of working together to actively deliver the overall strategic objectives for the Services area. There will also be a requirement to provide cover for each other during periods of absence.

2. Age UK Mid Mersey (the working name of Age Concern Mid Mersey) was formed in 2008 with the merger of three local Age Concern organisations: Halton (Runcorn and Widnes), St Helens and Warrington. 2015 seen the addition of Knowsley in the form of the Roby Community Hub – a social and activity centre for the local community. Together we have over 80 years of experience delivering a wide range of trusted, high quality services to people aged 50+ as they enter later life and we are committed to making sure that we can make later life a fulfilling and enjoyable experience for everyone.

The charity services are extremely diverse and include:

- Contracts with statutory authorities to deliver Information and Advice, installation of keysafes, general support and Day Care support for older people.
 - Domestic support services to help people with cleaning and shopping.
 - Social prescribing and a wide range of physical and social opportunity activities to help keep older people, active and socially engaged
 - Community Engagement Forum.
 - Befriending and helping hands services.
3. The plan for the charity is to:
 - Grow the commercial paid for services
 - Increase the number of service users into the Day Care service
 - Drive a high quality and performing culture, responsive to the needs of the charity.
 - Expand areas of expertise across the boundaries of Mid Mersey
 - Secure more contracts from the statutory authorities
 - Reduce charitable overheads

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| Job Title: | Head of Services - Development & Performance |
| Reports to: | CEO |
| Hours: | 21 per week Mon - Fri |
| Salary: | £15,891 pa (£28k FTE) |
| Direct Reports: | Staff and volunteers involved in the provision of direct services within Age UK Mid Mersey |
| Location: | The Mansion House |

JOB PURPOSE:

The post holder will be responsible for the strategic development of all the direct service activities for older people, information and advice and the facilitation of older people's engagement with Age UK Mid Mersey and the Wider Community. You will also provide support to the operational service to deliver transformational change initiatives focused on improving quality and efficiency.

*Although this role has its own set of duties and responsibilities, the post holder will work collaboratively with the **Head of Services – Delivery and Projects**, in terms of working together to actively deliver the overall strategic objectives for the Services area. There will also be a requirement to provide cover for each other during periods of absence.*

1. Key duties and responsibilities

(As this is a Senior Management Post, the main duties are encapsulated within the following headings)

Strategy & Planning:

- To be an active, integrated and cohesive team member of the Senior Management team in order to contribute fully to strategy development and deliver the organisation's vision.
- Identify appropriate service contracts and opportunities for the charity, leading the tendering exercise for competitive contracts.
- Prepare plans and implement strategies for new and existing activities, projects and campaigns by understanding market trends and developments through consultation with older people, carers and commissioning bodies, and through the analysis and interpretation of statistical data and management information.
- Ensure the value, relevance, effectiveness and efficiency of all service activities undertaken by Age UK Mid Mersey within the communities it serves; and ensure that targets and objectives set by funders are responded to appropriately.
- With the Chief Executive Officer, work to build good relationships at an operational and strategic level with those responsible for the planning and commissioning of health, social care and well-being services across Mid Mersey, as well as with other external agencies and funders who could contribute to this work.

Management & Operations

- Drive a high quality and performing culture, responsive to the needs of the charity.
- To proactively manage service contracts ensuring timely reporting and monitoring.

- To ensure service leads maintain effective relationships with appropriate commissioners.
- To work effectively with all people, developing productive relationships with colleagues, volunteers, partners and the Board of Trustees.
- To prepare reports and information and analysis for the Board of Trustees and other planning needs as requested.
- To represent the organisation as required.
- To work with SMT colleagues in preparing and submitting funding bids.
- In accordance with the organisations Marketing Strategy, market our services and activities so that they achieve a high profile and as many service users as possible become involved.
- Work in close partnership with local, regional and national organisations on policy development and campaigns.

Financial Management & Budgeting

- To prepare and agree annual budgets for services in accordance with the organisation's timetable and procedures.
- To regularly monitor budgets and cost centres, and ensure the services activities operate within their agreed budgets.

2. Communication and Relationships

- **Internal:** Chief Executive, Board of Trustees/Directors, SMT, Staff and Volunteers
- **External:** Managers in Local Authorities, Health Organisations, Voluntary Organisations, Older People's Forums, Funders/Sponsors and all other customers and stakeholders.

3. Monitoring and Reporting

- To work with other Senior Management Team members to ensure the maintenance of up-to-date and accurate statistical information relating to all service activities is available and used for the purpose of performance management.
- To ensure the timely completion of monitoring reports for services, the board and funders.
- Ensure that service risks are reported to the Chief Executive.
- Responsible for reviewing statistical information to ensure funders requirements are being responded to appropriately.
- To co-ordinate and participate in the organisation's quality assurance systems, and ensure the evaluation of all services and activities.

4. Organisation-wide Responsibilities

- To promote an outcomes focussed approach within this role and across the organisation.
- To support the work of SMT on organisational work such as quality assurance, volunteer management, fundraising, campaigning and promoting all organisational services outside the organisation.
- To contribute through SMT to the organisations contingency planning.
- To ensure that all relevant Age UK Mid Mersey policies, procedures and legislative requirements are observed.
- To attend and actively participate in Team Meetings and Age UK Mid Mersey's staff team meetings and where appropriate lead and facilitate them;
- To participate in Age UK Mid Mersey promotional fundraising, social events and other activities as requested
- To work at all times in accordance with the philosophy, ethos and values and principles of the organisation.
- To comply with individual responsibilities in relation to health and safety in accordance with AUK Mid Mersey's Health and Safety Policy and Procedure and to ensure all health and safety requirements are effectively implemented.

- To undertake such other duties in relation to the work and functioning of Age UK Mid Mersey as may be reasonably required from time to time.

5. Evaluation

- Responsible for evaluating services and using information to inform and influence service development and future planning

6. Knowledge, Skills & Experience

Refer to the attached person specification.

This post is subject to a disclosure check with the Disclosure and Barring Service at an Enhanced Level.

Additional duties

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

It is the nature of the work that tasks and responsibilities are, in many circumstances, unpredicted and varied. All employees are therefore required to work in a flexible way when the occasion arises, so that tasks which are not specifically covered by their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility becomes a regular and frequent part of the employee's job, it will be included in their job description after consultation with the employee.

Probationary Periods

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

PERSON SPECIFICATION

HEAD OF SERVICES – DEVELOPMENT & PERFORMANCE

The ideal candidates must be confident and have hands on experience in a similar position. Excellent communication skills and an outgoing personality are necessary, as is flexibility, flair and a commitment to hard work. You will be joining a very well established team that works hard.

If candidates do not meet the person specification they may be required to undertake training as specified by the organisation.

| You must be able to demonstrate in your application that you have: | Essential | Desirable |
|--|------------------|------------------|
| QUALIFICATIONS | | |
| A degree qualification or equivalent evidence of continuous professional development | ✓ | |
| A Masters / post graduate degree or equivalent evidence of continuous professional development | | ✓ |
| A Management / Leadership Qualification | | ✓ |
| KNOWLEDGE AND EXPERIENCE | | |
| Experience of senior/strategic leadership within an organisation | ✓ | |
| Experience of working with a not for profit organisation | | ✓ |
| A proven track record of leading and inspiring diverse teams to high level of achievement and innovation | ✓ | |
| A successful track record of initiating, leading and managing multiple service functions in a complex environment | ✓ | |
| Experiences of successfully developing and leading a strong performance and outcome focussed culture | ✓ | |
| A proven track record of successfully developing high quality, cross sector partnerships with a wide range of partnerships | ✓ | |
| Evidence of a detailed understanding of working with Trustee Boards or similar governing bodies | ✓ | |
| Demonstrable track record of initiating, driving, developing and implementing strategies and plans relating to outcomes and impact | ✓ | |
| A detailed working knowledge of either social care or the health care services | ✓ | |
| Experience of managing major change and change programmes | | ✓ |
| Experience of using research in the development of strategy | ✓ | |
| A working knowledge of relevant legislation including the political, legal and financial context of a charitable organisation | | ✓ |
| Experience of setting / monitoring budgets | ✓ | |
| Experience of developing and implementing policy | | ✓ |
| SKILLS AND ABILITIES | | |
| Ability to present complex information clearly and concisely in writing or verbally, with excellent written and spoken English | ✓ | |
| Analytical skills with the ability to exercise sound judgement and sensitivity | ✓ | |
| Ability to build effective teams and relationships and achieve results through others by leading, inspiring and motivating others | ✓ | |
| Ability to build and maintain effective relationships with partners, Board of Trustees and internal colleagues and stakeholders | ✓ | |
| The ability to achieve change and results through influence, negotiation and collaboration | ✓ | |
| The ability to work to quality assurance systems | ✓ | |

| PERSONAL QUALITIES | | |
|---|---|--|
| Honesty and integrity and a commitment to the values and aims of our Charity, Age UK Mid Mersey including its equal opportunities policies. | ✓ | |
| Team focussed approach | ✓ | |
| Self-motivated | ✓ | |
| Flexible | ✓ | |
| Committed to continuously improving service delivery | ✓ | |
| Customer focus | ✓ | |
| Persistent & able to persuade others to meet your deadlines | ✓ | |
| Attention to detail | ✓ | |
| Excellent communication skills at all levels within and outside the organisation | ✓ | |
| Open and transparent | ✓ | |



Mission and Values

Vision:

“To promote improved quality of life and empowerment for older people and their carers”

Mission:

To be Enabling – enabling older people to make informed decisions about their lives

To be Caring – passionate about our work with older people

To be Influential – draw strength from the combined voices of older people

To be Pro-Active – innovative, effective and outcomes focussed

To share our Expertise – be authoritative, be trusted and be quality orientated

Values:

At Age UK Mid-Mersey we:

- Continually strive for excellence
- Value, Promote and Protect older people’s welfare, health and wellbeing
- Treat all people fairly, positively, equally and with respect
- Act with integrity
- Are transparent and accountable for our actions

We put our Values into action by:

- Independently speaking out on what affects people the most
- Campaigning to improve policy and attitudes in partnership with others
- Developing excellent local services to meet and fulfil unmet need

Privacy Notice – Job Applicants

At Age UK Mid Mersey (“the Organisation”), we are committed to protecting and respecting your privacy. As part of any recruitment process, The Organisation collects and processes personal data relating to job applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information do we collect?

The Organisation collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, including benefit entitlements;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process; and
- information about your entitlement to work in the UK.

The Organisation may collect this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

We may also collect personal data about you from third parties, such as references supplied by former employers. We will seek information from third parties only once a job offer to you has been made and will inform you that we are doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

For what purpose will your data be used?

The personal data you provide in your application and as part of the recruitment process will only be held and processed to facilitate the selection process and in connection with any subsequent employment.

Your personal data may be used to assess your application for employment with the Organisation, to verify your information, to conduct reference checks, to communicate with you and to inform you of further career opportunities. In some cases, we need to process data to ensure that we are complying with its legal obligations. For example, it is mandatory to check a successful applicant's eligibility to work in the UK before employment starts.

The Organisation may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics.

We may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability.

In the event of your application resulting in an offer of employment and your acceptance of a position with the Organisation, the data collected will become part of your employment record and will be used for employment purposes.

Who has access to data?

Only selected employees of the Organisation - such as senior management team members, potential future line managers or HR and Payroll staff - have access to your personal data.

We will not share your data with third parties, unless your application for employment is successful and we make you an offer of employment.

We will then share your data with former employers to obtain references for you.

How does The Organisation protect data?

We take the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

For how long does The Organisation keep data?

Your personal data shall not be kept for longer than is necessary for the recruitment process. Therefore, unsuccessful application data will be deleted one month after the completion of the hiring process.

In addition to using your data for the position for which you have applied, the Organisation may wish to retain and use your application data to consider you for other positions future employment opportunities for which you may be suited. We will ask for your consent before it keeps your data for this purpose and you are free to withdraw your consent at any time.

Your Rights

You may exercise the following rights in relation to your candidate data:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where The Organisation is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact hr@aukmm.org.uk.

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner, using any of the below contact methods:

Telephone: 0303 123 11113 **Website:** <https://ico.org.uk/make-a-complaint/>

Any questions regarding this Notice and our privacy practices should be sent by email to hr@aukmm.org.uk or by writing to Shelley Brown; HR Lead, The Mansion House, Victoria Park, City Road, St Helens, WA10 2UE. Alternatively, you can telephone 01744 752644.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to The Organisation during the recruitment process. However, if you do not provide the information, we may not be able to process your application properly.