

## JOB DESCRIPTION

**Strategic Director**

**Health, Wellbeing & Dementia Services**

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| **Post Title:** **Department:** **Responsible to:****Based:**   | Strategic DirectorHealth, Wellbeing & Dementia ServicesJoint Chief Executive Home based  | **Pay Scale:** **Hours of Work:****Tenure:****Date of issue:**  | £35,328 per annum AUNN Band I37 hours per week Permanent May 2021 |

**PURPOSE OF THE POST**

As part for the Senior Leadership Team (SLT) you will lead the charity’s Health & Wellbeing services by effectively motivating and managing the staff team within the services that make up the Health & Wellbeing department including (but not exclusively) Befriending, Social Prescribing and Brief & Short-term interventions (The Connect Service).

You will also manage the Sybil Levin Centre, a specialist day service for people with dementia, which includes managing the day service operational manager. The day service uses the SPECAL method to support people with dementia.

You will build networks with key influencers and decision makers especially within the NHS, Adult Social Care, the Local Authorities, District and Borough councils and the wider Community and Voluntary Sector (CVS).

You will take responsibility for the development of new services within Health, Wellbeing and Dementia as well as influencing the policy position of external stakeholders/funders, primarily Health and Adult Social Care across the city and county.

You will contribute to the overall leadership and management of the charity as part of the SLT.

**KEY DUTIES & RESPONSIBILITIES**

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.

**Communication and Customer Service** **(C&C)**

1. To effectively lead and manage the staff team ensuring adequate supervision of members of staff, adequate training provision and effective individual and team performance.
2. To ensure your line manager is kept informed of any significant developments or issues within the team
3. As scheduled attend the charity board meeting to present the status of the Health, Wellbeing and Dementia services.
4. To provide support and advice to your team concerning any aspects of their role or the charity’s position, procedure or policies on a day to day basis.
5. To deal with employee relations issues in a timely and appropriate manner, in conjunction with your staff, line manager and the HR department.
6. Publicise and promote the charity and our services positively and professionally, including giving talks and presentations (face to face or virtually).
7. To foster, develop and effectively maintain positive working relationships with funders and key organisations, maximising opportunities for partnership working and the possibilities for increasing or expanding current service delivery.

**Planning and Organisation** **(P&O)**

1. To support an annual business planning process. Establish and manage realistic and ambitious service plans that link into the overall business plan of the charity and include targets to monitor service performance
2. To identify and develop new areas of work in line with the Age UK Notts strategic plan.
3. To effectively complete appropriate funding applications and tenders to maximise the funding for your service area.
4. To manage the financial and administrative resources of services within prescribed budgets
5. To attend and contribute to all appropriate meetings with outside bodies relating to services within your remit and as directed by your line manager.
6. To attend and contribute to regular Senior Leadership Team meetings plus any additional meetings as requested.
7. To self-manage workload and working times in accordance with the needs of the charity, the services, and the staff team.
8. To manage your diary using Outlook Calendar.

**Recording & Monitoring** **(R&M)**

1. To establish and manage appropriate and effective systems and procedures for measuring performance against the set targets.
2. To produce clear reports of service activity for funders and the management team in a timely manner. Ensure the internal quarterly management updates are completed
3. To ensure that all teams are accurately recording all relevant information in charity log in a timely manner. To ensure that all teams keep records updated to allow the production of accurate reports and management information for submission to external commissioners for monitoring and evaluation purposes and for internal monitoring of performance

**Quality (Q)**

1. To be responsible for developing and implementing quality within the team and the services using agreed quality frameworks.
2. To ensure your line manager is kept informed of any significant developments or issues which may impact service delivery.
3. To deal with complaints in an effective and timely manner, ensuring that the Age UK Notts complaints policy is adhered to.
4. To follow the charity’s policies and procedures. To contribute to the review of existing policies and procedures and the development of new procedures as required.

**Charity Focus** **(CF)**

1. To share responsibility in the leadership and management of the charity as part of the Senior Leadership Team. To advise and assist the leadership team in its policy-making role.
2. To keep up to date with developments in health and social care and other appropriate information relevant to your service areas and attend and participate in relevant events following agreement by your line manager.
3. To ensure that service level agreements and contracts are realistic, achievable, giving a high priority to contract compliance.
4. To ensure service delivery plans link into the overall business plan and strategy of the charity.

**Team Work** **(TW)**

1. To have a positive and flexible attitude to your work. To support colleagues to successfully plan and deliver services.
2. Ensure that appropriate administration systems and equipment are available, and your staff have access to the information they require to complete their roles.
3. To support staff through a combination of ongoing virtual or face to face; conversations, telephone support, individual meetings and regular group meetings ensuring that they understand the overall strategy of the service and the part they play in the service delivery plan.
4. To contribute to the recruitment, management and training of staff and volunteers. To give support and assistance to your team helping them to resolve problems efficiently and in good time.

**Specialist Knowledge** **(SK)**

1. To keep informed and attend SPECAL training as directed by your line manager.
2. To respond in a timely, professional and non-judgmental way to allegations of abuse.

**Leadership** **(L)**

1. To effectively lead, motivate and manage the staff team ensuring adequate supervision of members of staff, adequate training provision and effective individual and team performance.
2. To identify and develop new areas of work in line with the Age UK Notts strategic plan.
3. To deal with employee relations issues in a timely and appropriate manner, in conjunction with your line manager and the HR department

*Please note that all posts within the charity carry this level of expectation.*

**Charity Responsibilities - Standard Clauses**

Your Needs

* You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these. (C&C, P&O)

Equality and Diversity

* You will uphold the Age UK Notts Equality and Diversity policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on Yammer - please ensure you refer to the Equality and Diversity Policy and the Bullying and Harassment Policy. (Q, CF)

Health and Safety

* You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual. (Q)
* You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties. (Q, C&C)

Safeguarding

* You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy. (Q, CF, C&C)

Customer Care

* You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable). (C&C, Q, CF)

Professional Integrity

* You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals. (CF, Q)

Quality Assurance

* You will uphold and proactively contribute to the Age UK Charity Quality Standard. (Q, CF)

Other

* Participate in, and promote fundraising & income generation. (CF, C&C)
* Promote all Age UK Notts services and trading products. (CF)
* You will attend staff meetings, the annual staff conference & other meetings as requested in order to keep up to date with information within the Charity. (CF, C&C, Q)
* You will provide for your line manager regular timesheets, and any other reports or information as required. (C&C)
* You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description. (TW)

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.**

**Name of Employee:**

**Signature of Employee: Date:**

**Name of Supervisor:**

**Signature of Supervisor: Date:**

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**Person Specification**

**Strategic Director**

**Health, Wellbeing & Dementia Services**

**Please indicate on enclosed application form evidence to show why you fulfil each individual point below:**

## Essential Requirements

1. Excellent interpersonal skills with a friendly and sensitive approach to older and vulnerable people and an understanding of their needs and concerns in order to assist them in resolving problems (C & C, SK).
2. The ability to prioritise and organise the work of self and others and to meet deadlines (P & O, L).
3. Experience of staff management using sound staff management techniques. The ability to motivate a team and individuals within that team (L, TW).
4. Ability to demonstrate good negotiating skills and develop positive working relationships at all levels and with different organisations (C&C, CF).
5. Experience of leading a team and operating at a strategic level (L)
6. Experience of liaising with a variety of different organisations preferably both in the statutory and voluntary sector. An understanding of the roles and responsibilities of relevant statutory and voluntary agencies (C & C, CF, SK).
7. Ability to raise funds and successfully tender for services and funding. (SK)
8. The ability to deliver and produce verbal, written and numerical reports to the leadership team and other bodies. The ability to collate and interpret data (R&M, Q, C&C).
9. Good IT skills (Microsoft Office) (SK).
10. Must be able to travel around the City and County (P&O, CF).
11. This role may, at times, require the post holder to work outside of normal hours (CF).
12. Knowledge and understanding of Equality and Diversity issues and a commitment to implement the Age UK Notts Equality and Diversity policy both in service delivery and service provision (C&C, Q, CF, TW).



**Summary of Main**

**Conditions of Service**

**Strategic Director**

**Health, Wellbeing & Dementia Services**

**Salary:** £35,328 per annum, AUNN Band I

**Start Date:**  September 2021

**Hours of Work:** 37 hours per week.

Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours.

**Holidays:** 24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.

**Mileage**

**Allowance:** Travel expenses paid at 45p per mile

**Pension:** The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service matching the minimum employee contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.

**Place of Work:** Home based

**Timetable for Appointment**

**Post Advertised:** Wednesday 26th May 2021

**Closing Date:** Thursday 24th June 2021 at 12 noon

**Short-listing:** Friday 25th June 2021

**Interviews:** Tuesday 13th & Wednesday 14th July 2021

**N.B.** Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.