



AGE UK SOLIHULL

JOB DESCRIPTION

Pay Scale: £40,000 to £45,000 pa depending on experience

Hours of Work: 35 hours per week

JOB TITLE:	Head of Services
LOCATION:	The Core, Solihull B91 3RG or any office that may house Age UK Solihull in the future
RESPONSIBLE TO:	Chief Executive Officer
RESPONSIBLE FOR:	The post has senior line management responsibility for all services delivered by Age UK Solihull now and in the future as directed by the Chief Executive Officer.
JOB PURPOSE:	<p>To manage the delivery, development and quality of the range of services provided by Age UK Solihull in line with the organisation's vision, mission, values and strategic and operational plans.</p> <p>To identify new funding streams and opportunities.</p> <p>To act as Deputy Chief Executive Officer.</p>

MAIN DUTIES:

- Have oversight of the management, support, monitoring, motivation, development and training of the service teams.
- Directly line manage Service Managers including supervisions and appraisals within the policy timeframes.
- Ensure continual service review and improvements.
- Ensure the Charity delivers the range of services for which it is responsible, meeting agreed performance targets, with particular emphasis on the Community Wellbeing Service contract, including quality and efficiency and within agreed budgets.
- Identify appropriate funding streams and make applications as necessary and to ensure all related procedures are completed including budgets, recruitment, setting of salaries and appointments.
- Ensure budgets are prepared in line with the level and type of activity of the programme of work to be provided and to authorise expenditure against budgets ensuring they are monitored and controlled.
- Lead on HR issues relating to the service teams and to take legal advice from the HR Consultants as necessary.

- Work with commissioners and funders of services, attending contract meetings as scheduled.
- Prepare regular reports and data at the intervals required by Commissioners, Funders, the Board and the Senior Management Team.
- Comply with all regulatory requirements including FCA Authorisation, acting as the lead in regard to regulation and compliance.
- Act as Health and Safety Lead, Data Protection (Information Governance) Lead, Caldicott Guardian and Senior Information Risk Owner.
- Monitor sub-contracts and provide regular reports to the CEO.
- Have oversight of Charity Policies and Procedures, ensuring they are reviewed within appropriate timeframes.
- Chair the Community Wellbeing Service Provider Partnership Board.
- Authorise documents/payments relating to the services teams as policy allows.
- Attend wider meetings and events on behalf of Age UK Solihull promoting the visions and values of the Charity and to deputise for the Chief Executive Officer in her absence.
- Ensure services meet the requirements of the Age UK Brand Partnership including maintaining quality awards.
- Develop and maintain good working relationships and networks with relevant organisations and key individuals.
- Contribute to decisions on organisational policy and strategic direction of the Charity, considering the needs or future needs of the Charity.
- Deputise for the Chief Executive Officer in her absence and as appropriate.
- Work as part of the staff team at Age UK Solihull, undertaking by agreement any other reasonable work as may from time to time be required.

Additional Notes

All staff are expected to work flexibly in terms of location and role.

All staff have a particular responsibility for ensuring that Safeguarding Adults legislation and guidelines are adhered to, that the well-being of at risk individuals is promoted and that at risk individuals are aware of their right to protection from all forms of abuse.

Appointment to this post is subject to an acceptable DBS Check and references.

This post requires use of a car and a full driving licence.

All staff have an individual responsibility to comply with Age UK Solihull's Policy and Practice on Health and Safety Matters.

All staff are expected to support the fundraising activities of Age UK Solihull.