Age UK Suffolk

14 Hillview Business Park

Old Ipswich Road,

Claydon,

Ipswich, Suffolk IP6 0AJ

Tel: 01473 298681

www.ageuksuffolk.org.uk

recruitment@ageuksuffolk.org

February 2020

Dear Applicant

**Client Services Director**

Thank you for your enquiry regarding the above post. Please find attached the application pack for this post together with various monitoring forms.

If you decide to proceed with your application, please ensure your application form and all other documents are returned to the HR department at the above address by closing date of **Wednesday 4th March 2020.**

Only those candidates selected for interview will be contacted as, being a charity we try to keep our costs to a minimum and therefore do not send out letters to all applicants. If you have not heard from us within 10 days of the closing day please assume that on this occasion you have not been selected for interview.

Short-listed candidates will be contacted by telephone and will then receive written confirmation giving the details of the interview.

I would like to wish you every success with your application and thank you for taking the time to apply for this post.

Yours sincerely

HR Manager

President: The Countess of Euston • Registered Office: 14 Hillview Business Park, Claydon,

Ipswich IP6 0AJ. Age UK Suffolk is an independent local charity. Company limited by guarantee

Registered in England No 4150543 • Registered Charity No 1085900



**Client Services Director**

Based in Claydon, Ipswich

35 hours per week

Salary circa £45K

Age UK Suffolk is embarking on a programme of radical transformation which will mean significant changes to the way it provides services to older people in the future. The Client Services Director will lead on the development and ongoing management of services for older people working closely with the Chief Executive Officer and Finance and Management Services Director to drive the charity forward.

The post holder will contribute fully to the development of strategy across all areas of the Charity, challenging assumptions and decision-making as appropriate and providing service-led analysis and guidance on all activities, plans, targets and business drivers.

The post holder will be a key member of the senior management team and is expected to bring a modern, business-like approach to the leadership of the client facing services ensuring impact and outcomes are demonstrable, achieving income targets for fee paying services and ensuring costs are kept within agreed budgets, whilst ensuring the needs of older people are being met and acting as the Safeguarding Lead for the Charity

Closing date 4th March 2020

Interviews TBC

**JOB DESCRIPTION**

Post Title: Client Services Director

Reporting Line: Chief Executive Officer

Responsible for: Home Help Manager

Foot Care

Information and Advice

Day Service

Befriending

Main Purpose: Responsible for the management, organisation and development of the client services provided by Age UK Suffolk ensuring these are provided to the required standard and meet legislative and legal requirements.

To be the safeguarding lead for the charity

The post holder will be an active member of the senior management team and will contribute towards the strategic development and operational management of all areas of the organisation.

Hours of work: 35 per week

**DUTIES AND RESPONSIBILITIES:**

**Strategic Management**

* To be an active, integrated and cohesive team member of the Senior Management team in order to contribute fully to strategy and business plan development and deliver the organisation’s vision.
* To work with the CEO in providing leadership and direction on developing the organisations client facing services as agreed through the business planning process.
* To work with Age UK National colleagues to ensure that Suffolk Services integrate with National services as appropriate with associated budgets and financial forecasts.
* To prepare and present resource and financial plans, information and analysis for the CEO and Board of Trustees as required
* To work closely with the CEO to help make key budgeting decisions, by evaluating current practices and making suggestions to cut costs and increase revenue in income generating areas of the Charity.
* To have a full understanding of competitor practice and market behavior to help adapt to changing conditions that affect outcomes.
* To ensure that pricing strategies are in place and monitored for all paid for services.
* To work alongside the Finance and Management Services Director to ensure that all services perform to agreed full cost recovery targets.
* To develop with the Finance and Management Services Director, integrated financial forecasts for all new services.

**Service Delivery and Operational Management**

* To proactively manage services within remit ensuring relevant information and statistics are collected and collated in order to compile required performance indicators and monitoring reports.
* Implement processes and procedures to ensure that client needs are being met.

* Ensure that support is provided in such a way as to promote independence and the quality of life of clients.
* Ensure robust processes for referrals, assessments, goal/outcome measurement and moving on are clearly defined and followed across all services.
* Analysis of performance leading to service changes and improvements to increase user and funder outcomes/level of satisfaction/perceived value of the service. Develop the Home Help service and Day Services as surplus generating services for the charity.

**Service Planning, Implementation and Review**

* Develop new services as defined by the strategic plan including commissioning and leading research and implement new, scaled up or pilot services in collaboration with external partners and internal staff.
* For all new services ensure that fully costed operational plans are in place and being followed.
* Research, identify and collaborate with possible partners for service delivery and other activities as appropriate in line with the Strategy and any funder requirements.
* With the Chief Executive Officer and Fundraising Management research, design and implement a strategy to attract funding and investment which will ensure that services are sustainable.
* Development and implementation of change programmes including internal and external communications, related technical issues and working with HR to manage changes with staff and volunteers.
* To ensure all externally funded client services and activities are monitored in line with funder requirements and timescales.

**Finance**

* Together with the service mangers prepare and monitor the service budgets.
* Ensure that all services are run within agreed income and expenditure budgets.
* Ensure that fee paying services meet their surplus targets.
* Ensure that commercial transaction systems and reporting are working efficiently and effectively.

**People**

* To provide leadership, direction and coaching for direct reports in order that they optimise their effectiveness and fulfil their potential.

* Ensure effective performance management of staff through systems of recruitment, induction, development, discipline, supervision and appraisal.
* Establish objectives and monitor performance through supervision and appraisal for staff.
* To identify appropriate training and development needs for direct reports, assisting in their development.
* To support and provide advice and mentoring to staff, in order for them to maximise their effectiveness.

* Encourage innovation and personal development within the client service teams, reviewing roles and functions as appropriate.

**Quality Management**

* To drive a high-quality performance culture, responsive to the needs of the Charity, ensuring that they deliver high quality measurable outcomes and impact.
* To ensure compliance with the Information and Advice Quality Programme standard and any other agreed quality standards.
* To manage the charitable services with a high level of customer focus.
* To embed effective systems and procedures creating a culture of continuous improvement.
* To contribute to the development of appropriate financial/IT management reporting systems to ensure the efficiency and effectiveness of the Service functions and overall organisation performance.

**External Relations**

* To ensure that everyone that the post holder comes into contact with whether in person or by telephone or other form of communication (regardless of their attitude) are dealt with in a friendly, courteous and efficient manner as expected of a caring organisation.
* To develop and maintain good working relationships with individuals and organisations in the statutory, voluntary and private sector as appropriate and required for the role.
* To promote the work of Age UK Suffolk whenever possible and appropriate, liaising promptly with other staff when transferring enquiries to ensure a quick response is provided to the enquirer.

**Internal Relations**

* Age UK Suffolk aims to maintain goodwill among all its staff and volunteers. To assist in achieving this aim employees are expected to work with other staff and with volunteers, in their own service or any other, in a courteous, co-operative and sympathetic manner.

**Organisational Policy and Development**

* To read and comply with the policies and procedures of the organisation.
* To contribute to the organisation’s policy development.

**Equal Opportunities**

* Age UK Suffolk believes in the value and dignity of all people of all ages and it is expected that all employees and volunteers will actively encourage and include such an ethos in all of their work.

**Health and Safety**

* To comply with the employees’ responsibilities under the current Health and Safety at Work Act, to take reasonable care of their own health and safety and that of other persons who may be affected by their acts or omissions at work and to cooperate with the organisation in meeting its statutory duties.
* To ensure the effective management of the safety, security and maintenance of any buildings, information systems, fittings and equipment under the control of the post holder.

**Data Protection**

* To comply with the General Data Protection Regulations, and to give due regard to confidentiality of personal information

**Any other duties**

* To undertake any other duties that may reasonably be required of the role

**Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| ***QUALIFICATIONS*** |  |  |
| A degree qualification or equivalent evidence of continuous professional development | ✓ |  |
| A Management/Leadership Qualification |  | ✓ |
| ***KNOWLEDGE AND EXPERIENCE*** |  |  |
| Experience of senior/strategic leadership within an organisation | ✓ |  |
| Experience of manging and being responsible for safeguarding | ✓ |  |
| Commercial or social enterprise related to fee paying services | ✓ |  |
| 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 | ✓ |  |
| Significant financial, budget and cost management experience, preferably within service businesses | ✓ |  |
| Demonstrable track record of initiating, driving, developing and implementing strategies and plans relating to outcomes and impact | ✓ |  |
| Workforce planning and people development experience | ✓ |  |
| Experience of managing major change and change programmes | ✓ |  |
| Experience of CQC governance |  | ✓ |
| 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 |  | ✓ |
| A high level of expertise in Adult Safeguarding, Mental Capacity and impact and outcomes. | ✓ |  |
| Knowledge and experience of the use of digital/IT solutions related to client services provision, operational performance and business intelligence | ✓ |  |
| ***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 develop, implement and work within quality assurance systems | ✓ |  |
| ***PERSONAL QUALITIES*** |  |  |
| Leadership ability to motivate a staff and volunteer workforce within a rapidly changing environment | ✓ |  |
| Result-driven, ‘can do’ attitude with high personal drive and pace – able to work calmly under pressure | ✓ |  |
| Strong analytical, problem solving, planning and organisational skills | ✓ |  |
| Willing to take responsibility and be held accountable | ✓ |  |
| Ability to work independently with the flexibility to reprioritise and juggle multiple tasks/projects | ✓ |  |
| Excellent verbal & written communication skills. Assertive but empathic. A good listener who can be reflexive in their practice. | ✓ |  |
| Able to form productive working relationships with multiple stakeholder groups, internally and externally | ✓ |  |



**ADDITIONAL INFORMATION**

**FOR POST:**  **Client Services Director**

1. **CLOSING DATE** : Applications to be received by post, in person or by email

to [recruitment@ageuksuffolk.org](mailto:recruitment@ageuksuffolk.org) by Wednesday 4th March 2020.

1. **SHORT-LISTING**  Short-listed applicants will be invited for interview by

telephone and a letter of confirmation will be sent.  If

you have not heard from us within 10 days of the

closing date, please assume that you have not been

successful on this occasion.

**3.         INTERVIEW DATE:** TBC

**4.         SALARY:**      circa £45K

**5.         HOURS:**        35 hours per week

1. **PROBATIONARY PERIOD:**  The post is subject to a 6 months

probationary period

**7.         PENSION:**    Contributory pension scheme available

**8.         HOLIDAY:**     23 days plus bank holidays pro rata (rising to 30 days pro rata with long service)

**9.       LOCATION:**  This post is based at the Age UK Suffolk, 14 Hill view Business Park, Old Ipswich Road, Claydon, Suffolk, IP6 0AJ.