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**Age UK Wandsworth Job pack**

**February 2019**

Advert

**Chief Executive Office – Age UK Wandsworth London**

**Salary: £51,000 35 hours per week**

Age UK Wandsworth is looking for a forward thinking individual who is passionate about older people and able to develop and sustain services, lead and manage a staff team, influence key stakeholders and to work in partnership with other organisations.

We are an independent registered charity and we’re seeking someone who will be responsible for delivering our vision for Wandsworth - “to be a great place to grow old” - and our mission - “to work with and for older people in Wandsworth to improve the quality of their lives”.

You will have:

* Senior management/leadership experience in a relevant organisation
* Experience of strategic planning and organisational change
* Experience of financial management and control with a budget in excess of £350,000
* Knowledge of the current national and local health and social care agenda and of older people
* Experience of securing funding
* Experience of leading and managing staff teams
* Knowledge of the governance role of Trustees

To apply for this position please download the job pack and application forms: <https://www.ageuk.org.uk/wandsworth/about-us/work-for-us/>

**Closing Date: Thursday 28th March 2019 Interviews: 9th April 2019.**

About Age UK Wandsworth

Age UK Wandsworth is an independent charity that has been working with and for older people in the London Borough of Wandsworth since 1963, when it was known as the Wandsworth Old People’s Welfare Council.

The range of services we provide has substantially increased since our inception and we now provide:

* Information, advice and support to older people and their carers on a wide range of issues,.
* Befriending services for isolated and housebound older people.
* Handyperson service providing practical help with minor adaptations, small repairs, DIY tasks and other small jobs in or around the home.
* Hospital Discharge Support offering practical support and assistance to older people in their own homes.
* An internet shopping service.
* Out & About service provides trips out to local places for older people who have difficulty getting out of the house unaided.
* A Men’s Shed.
* Digital workshops, enabling older people to get on-line.
* Schools programme, raising awareness of ageing with primary schools across the borough.
* We also work in partnership with local organisations to provide better services for older people.

All services are developed in response to local need and when funding is available.

**Partnership**

We are a partner with the national Age UK charity and are a member of the Age England Association. Together we work at local, regional and national levels to ensure older people can lead fulfilled lives. Although we are a part of the network of Age UKs, we are an independent charity and only receive a small (2-5%) amount of our funding from Age UK.

**Striving for Excellence**

We are proud to have achieved the Organisational Quality Standards for local Age UKs in England, which recognises the high standard of our performance. It certifies that we are a well-governed and effective organisation committed to the wellbeing of older people, our staff and volunteers and to working in partnership with others.

We also hold the Advice Quality Standard, which is the quality mark for organisations that provide advice to the public on social welfare issues.

**Trustees, staff and volunteers**

The Board of Trustees brings a wide range of relevant skills and experience to the governance of the charity, including financial, business, accounting, health and social care, knowledge of the local community and marketing.

A dedicated and committed team of 17 staff and around 200 volunteers enable us to the deliver the wide range of information, advice and support services mentioned above.

1. **Local Context**

**Population and need**

Wandsworth is the largest inner London borough and has a growing population. There are 29,300 people aged 65 and over living in the borough of Wandsworth (9.4% of the total population, which is lower than the London average of 11.6%). There are 3,800 people aged 85+ (1.2% of the population). The population is also ageing; the number of people aged 65 or over is projected to increase by 44% in the next 20 years, from 29,300 in 2015 to 42,200 in 2035, with the largest rise being seen in men over 85. The 65+ population is projected to grow 5 times faster than the working age population

The wards with the highest proportion of older people are East and West Putney, Roehampton and St Mary’s Park.

1. **Vision, Mission, Values**

As we grow older we face new challenges and maybe even illness, loneliness or financial struggles. However, we still want to be connected to others -our family, friends and neighbours; to be as active and independent as we can be; to keep doing the things we enjoy and to feel needed. We all want a fulfilling later life.

That’s why Age UK Wandsworth exists. Our vision is for Wandsworth to be a great place to grow old.

Our mission is to work with and for older people in Wandsworth to improve the quality of their lives.

We believe that getting older should be celebrated and in everything we do we aim to maximise wellbeing and quality of life for our elderly residents. We deliver services, provide advice and influence our decision makers and, just like the ever-changing demographic that we serve, our plans for the future must adapt to the challenging environment in which we operate.

**Values**

We are:

1. Responsive and person-centred
* putting older people at the heart of everything we do
1. Helpful
* being friendly, welcoming, caring and empathetic in the support we provide
1. Solutions-focused
* ensuring that what we do is of high quality and makes a real difference to the lives of local older people
1. Inclusive
* recognising and valuing diversity and the contribution everyone makes
1. Respectful
* treating others with respect, fairness and professionalism
1. Open
* committed to a culture of teamwork, cooperation and collaboration
1. **Strategic Aims / Objectives**

To achieve our vision of making Wandsworth a great place to grow older and our mission of working with and for older people in Wandsworth to improve the quality of their lives, we have three key strategic objectives:

1. To support older people in Wandsworth to live well in their homes and to participate in their community
2. To promote positive ageing, raising awareness of the contribution that older people make to our community
3. To ensure older people benefit from a well-run, sustainable organisation that is able to respond flexibly and innovatively to the changing needs of older people and the external environment.

Job Description

## Job Title: Chief Executive

## Responsible to: Board of Trustees

## Responsible for: Leadership and management of the organisation, staff and volunteers

## Salary Scale: £51,000

## Hours: Full time – 35 hours per week

## Location: Based at the Age UK Wandsworth offices although the post will require travel within and outside the Borough of Wandsworth

## Main purpose of the job

* 1. To work with the Trustees of Age UK Wandsworth to ensure that the charity achieves its objectives to promote the rights, and support the interests of older people from all sections of the community in the London Borough of Wandsworth as efficiently and effectively as possible, and complies with its statutory and legal obligations.
	2. To take a lead in setting a clear direction for the future, implementing change, and to manage and lead staff and volunteers of Age UK Wandsworth so that high quality services are provided.
	3. To maximise resources, through planning and implementation of effective fundraising and income generation strategies, and the efficient and prudent management of the organisation’s resources.
	4. To market the work of Age UK Wandsworth, enhancing the image of the organisation and ensuring older people are aware of, and have access to services through promotion of services directly to older people and through referral from and to other stakeholders
	5. Develop and enhance relationships with partners to develop and deliver new services, and expand and change existing provision
	6. To enable Age UK Wandsworth to achieve its commitments to equality of opportunity in employment of people, providing good quality, relevant services based on evidence of need and clear outcomes and advocating on behalf of older people.

## Main Duties and Responsibilities

* 1. **Service Development, Planning and Delivery**
		1. To ensure that Age UK Wandsworth services are planned, developed, reviewed and delivered in line with local need, have clear outcomes, are resourced appropriately, include user involvement and are monitored and reported on, on a regular basis.
		2. To review, develop and change services to ensure they continue to meet identified need, run effectively and ensure that safeguarding and quality are embedded in all service provision.
		3. To manage the strategic planning process, developing strategic, business and service implementation plans and ensure that the monitoring and reporting process is effectively implemented.
		4. To ensure that service development is in accordance with the aims, objects, values and beliefs of the organisation.
		5. To consider and develop social enterprise and ‘paid for’ service opportunities.
	2. **Staff and Volunteer Management**
		1. To ensure that Age UK Wandsworth has an organisational structure and a management style that fits its aims and objectives; that promotes co-operation and a supportive environment, and ensures efficiency within the organisation securing commitment across the organisation.
		2. To ensure that appropriate policies and practices are in place enabling Age UK Wandsworth to meet its social and legal obligations towards staff and volunteers.
		3. To lead the staff team and to model effective team leadership throughout the organisation.
		4. To support and supervise members of staff, enabling them to develop in their roles.
		5. To ensure good practice in the recruitment, induction, training, support and supervision of volunteers and staff.
	3. **External Relations and Partnerships**
		1. To develop and implement partnership working with other organisations to achieve organisational objectives including joint delivery where appropriate.
		2. To ensure that Age UK Wandsworth is effectively represented at relevant meetings, events, conferences, management groups etc and those issues that impact upon older people and the needs of older people are raised appropriately.
		3. To encourage and facilitate the involvement of older people both in relation to the work of Age UK Wandsworth and in the development of policy and planning elsewhere.
		4. To be responsible for the organisation’s contact with the media.
		5. To ensure that the organisation participates in the Age UK Network at a local, regional and national level and works closely with neighbourimg Age UKs.
		6. To ensure that Age UK Wandsworth acts as a resource and effective source of information for older people, their relatives and carers. This includes developing strong relationships with the CCG, GPs and with local hospitals as well as with the London Borough of Wandsworth.
	4. **Financial and resource management**
		1. To secure and manage income from a wide variety of sources, ensuring that funding conditions and requirements are met.
		2. To work with staff to prepare, manage and review budgets; produce financial reports and ensure that the annual audit is completed.
		3. Ensure that financial management across the organisation is in line with the organisation’s Financial Guidelines, legal requirements and general good practice.
		4. To be responsible for the management of premises and equipment
		5. To ensure that the decisions of the Board are implemented and that the organisation complies with relevant charity, company, employment, fiscal and other legal requirements.
		6. To ensure the organisation has sound and reliable administrative, human resource management and development, financial, health and safety and other systems in place, that these are actively implemented and regularly reviewed.
		7. To ensure the organisation takes full advantage of IT to market, manage and streamline its work.
	5. **Working with the Board of Trustees**
		1. To support the Board of Trustees in their role and responsibilities and to ensure that they operate in accordance with the Articles of Association, Code of Conduct, general good practice and any legal requirements relating to the management of Age UK Wandsworth.
		2. To act as the Company Secretary of Age UK Wandsworth.
		3. To ensure that the Trustees receive relevant and appropriate advice, information and recommendations on service activity and development; financial management; human resources issues; development of and changes to internal policies and procedures; external issues and their impact upon the organisation and older people plus any other areas that may require Trustee input or approval.
	6. **General**
		1. The post holder is required to implement Age UK Wandsworth’s Equal Opportunities policy and ensure that equal opportunities principles are incorporated into the planning, delivery and monitoring of services and projects.
		2. Under the Health & Safety at Work Act 1974 and associated guidance it is the duty of all staff while at work to take adequate care for the health and safety of themselves and other persons who may be affected by their actions or omissions.
		3. To carry out other such duties in relation to the objectives of Age UK Wandsworth as may reasonably be required from time to time and as required by the Board.
		4. This job description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time. The job will change in the light of internal or external changes that may occur.

Person Specification

## Knowledge and Experience

* 1. Senior executive experience of managing a relevant organisation or management at a senior level; that includes responsibility for strategic direction, leadership, development and staff management
	2. Experience of financial management and control; including budget setting and reviews, with a budget in excess of £350,000
	3. Knowledge of the current national and local health and social care agendas and their impact upon voluntary sector organisations and services for older people
	4. Experience of securing funding; including preparation of funding applications/successful tenders/negotiating contracts and the ability to maximise income from a wide range of sources
	5. Knowledge, experience and understanding of strategic planning, service development planning; including facilitation, implementation and review/evaluation and organisational change.
	6. Knowledge of the governance role of Trustees and an understanding of the importance of working with them

## Skills and Abilities

* 1. Commitment to and empathy with older people and a knowledge of their needs
	2. Commitment to equal opportunity principles and the ability to implement equality strategies
	3. Proven skills to develop new ideas and projects from conception to implementation, or to change projects, based on evidence of need and changing demographics.
	4. Skills to develop and lead a team of staff and volunteers
	5. Effective interpersonal communication skills with all levels of staff, users, external bodies, media and funders (including excellent presentation skills)
	6. Strong written communication skills, ability to present clearly complex information in writing
	7. Ability to form partnerships with voluntary, statutory or commercial parties in order jointly deliver services and to influence and to manage complex relationships with a range of funders, commissioners and other voluntary sector organisations
	8. Commitment to consult with and involve older people in the development of Age UK Wandsworth
	9. Ability to deliver demanding objectives within agreed deadlines and to manage competing priorities
	10. Ability to plan and implement change
	11. Availability to work occasionally at weekends and evenings
	12. Skills to be self-servicing and to make sure the organisation makes full use of technology.

How to apply

To apply for this position please visit our website for the application forms: <https://www.ageuk.org.uk/wandsworth/about-us/work-for-us/>

If you wish to discuss the role prior to applying please contact Lin Gillians, interim CEO.

**Closing Date: Thursday 28th March 2019**

**Interviews: 9th April 2019**

**Activities**

Free and accessible I&A

Signposting and referrals to other sources of support

Better at Home service

Shopping

Raise awareness of scams

Be-a-Friend

Out and About

Men’s Shed

Digital workshops

Social activities/groups

Intergenerational projects

Promote volunteering opportunities

Marketing of stories and the contribution older people make

Age awareness courses

Intergenerational activities

Person-centred approach to service delivery

Social prescribing

**Outcomes**

Have enough money to live on and are able to manage their finances

Live safely and securely in their homes

Have access to services

Feel connected and part of their community

Feel valued and able to contribute to their community

Viewed positively in society

Improved physical and mental health and wellbeing

**Short-term outcomes**

Reduced stress and anxiety

Improved access to I&A

Increased knowledge of rights and entitlements

Supported to live at home

Confidence in being able to manage at home

Reduced fear of crime in their home

Increased access to services and activities

Reduced social isolation and loneliness

Knowledge of services available

Increased digital literacy

Increased volunteering

Increased ability and opportunity to share skills, knowledge and experience

Increased user voice

Increased understanding of contribution of older people

Knowledge and access to all appropriate services

Increased choice and control over issues that affect them.

Vision: Wandsworth will be a great place to grow old

**Impacts**

Older people have improved quality of life

Reduced demand for health and social care service

**Long term**

**Outcomes**

Older people live independently and well in their homes

Older People are able to participate in their community