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| **JOB TITLE:** | **Head of Services** |
| **REPORTING TO:** | **CEO** |
| **RESPONSIBLE FOR:** | **Services Team and Services Development** |
| **HOURS:** | **Full time – 37.5** |
| **SALARY:** | **Band 7 and 8a (dependent on experience)** |
| **CONTRACT TYPE:** | **Permanent** |
| **LOCATION:** | **Witney, with regular travel to Hertfordshire and Gloucestershire and any other sites as required (future growth)** |

**ABOUT GUIDEPOSTS TRUST**

Guideposts is a UK based charity working with people in local communities to help them access the support, opportunities, and skills they need to overcome social challenges, improve their wellbeing and change their lives.

We run a range of services that are focused on helping people to achieve their potential regardless of their circumstances. We connect people together so that they can experience the joy that comes from friendship, activity, learning, purpose, and occupation. We love what we do, and we love seeing people flourish.

Many of the people we support come from the most disadvantaged groups in our society, including children and adults with additional needs and disabilities, people with mental health problems, older people with dementia and other neuro-degenerative conditions, and the families or carers of all these groups. We believe that all people should be equally valued and have an equal chance to live the best life possible, that is why we do what we do.

Together we are the Guideposts community, helping each other to achieve better wellbeing.

**PURPOSE OF ROLE**

* To develop, nurture and lead the teams within the client facing services in Guideposts Trust, based on the KPI’s of the individual contracts, and in line with the vision/goals of Guideposts Trust. Services are Currently based in Witney (Head office), Hertfordshire (Watford and Ware) and Gloucestershire.
* To take operational responsibility of the service functions within Guideposts Trust.
* To support the operational delivery of all the Charity’s services as a whole.
* To manage and review the services’ financial performance under the supervision of the Head of Finance
* To be the interface between the services and the Trustees, Chief Executive Officer and other Senior Management Team.
* To deliver high levels of management skills, tailored to the individual needs of each service team, and the individuals within, & based on clear assessments of need; management will evidence progress development and positive leadership towards identified goals, and implement evidenced leadership approaches with high levels of integrated emotional and leadership skills, such as empathy, clarity of purpose, and engagement of workforce.
* To feed into and participate in strategic development, direction and long-term viability of the services in the Charity, providing relevant reports (giving risk. service viability and KPI/goal-based outcome updates) to the CEO and Trustees, as well as providing staff with relevant information and feedback from SMT.
* To work with the local teams on service-based reports, analysing the services and outcome measures.
* To engage with relevant stakeholders and manage key relationships.
* To embed Guideposts Trust in the future planning of services and their development within our stakeholders’ plans, preparing CEO & Trustees for pertinent/likely changes where possible.
* To ensure high standards of safeguarding practice are implemented within services, that training is up to date and staff are able to access guidelines and support as and when it is required, and to implement a standard of no blame culture and learning from incidents.
* To implement high standards on evidenced Mental Health approaches and support to clients accessing services, and to have experience (of transferable skills) of mental health in adults and or children’s services.
* To be able to support the further development of Learning Disability services within Guideposts Trust, and develop stakeholder links, accordingly, promoting high standards of care delivery.
* To be an active member of the Senior Management Team.

**KEY REPONSIBILITIES**

The key responsibilities are:

* Ensuring there is access to reflective and management supervision of the services, and ensuring there is access to supervision as required for Guideposts Associates and any other volunteers (in line with relevant policy guidelines for supervision and volunteers).
* Central service management and control for service planning, management and delivery
* Ensuring the implementation of the approved mandatory and available training and personal development of the team and promoting a ‘future readiness’ approach to training and development; Implementation of PDR process with all clients facing services.
* Service development – future planning for the services – service gap analysis and review
* Preparation of internal and external services reports on a quarterly basis.
* Ensuring the implementation of outcomes measures and the value of learning gained from them
* Providing an external interface with key stakeholders such as the NHS leads, ICB, pathway referrers, linked support organisations etc.
* Maintain regular liaison with the Trustee responsible for all service matters.
* Selection, supervision and development of accounting staff under his or her direct control.
* Assisting with the Trust’s strategy, planning and budgeting processes and ensuring strong processes are in place for resource allocation and performance monitoring at all levels of the Trust.
* Ensuring that the Trust is aware of its accountability to its stakeholders and that all relationships are managed, monitored and considered in the development of the Trust.
* Ensuring appropriate risk management techniques, safeguarding and financial controls are embedded throughout the Trust and its subsidiary companies at strategic and operational levels.
* Stakeholder portfolio management

**KEY ACCOUNTABILITIES**

* The service manager manages the lead role in each of the services
* The postholder will report to the CEO of Guideposts to give routine input covering monthly performance of all projects and operations
* Service development planning updates to CEO (and Board where required)
* The postholder will prepare monthly reports for the Trustees covering:
  + Service analysis and expenses compared to budget
  + Update reports on specific projects as requested

In addition, the postholder will support the other senior managers in:

* Evaluation of business plans and new business opportunities
* Applications for funding for revenue and capital developments
* Support the services in costing and cost analysis for development

**MANAGEMENT AND GOVERNANCE**

* Ensure effective governance, compliance with Company and Charity Act requirements and relevant standards where they apply to service delivery
* Have delegated authority from the Board of Trustees for day-to-day governance of the services function.
* Input into the development of service business plans

**KEY COMPETENCIES**

* Values-aligned and understands and engages in collective leadership practices and has high level leadership skills (with training) and is able to work in a person-centred way.
* Excellent communication skills.
* Evidence of experience as a senior line manager in Charity, or clinical service (NHS, Health, Social Care etc.) line manager with a coaching style of staff development evidenced through experience and training in pertinent course is ideal.
* Evidence of high-level skills relating to the awareness and use of emotional intelligence when managing staff and clients accessing services.
* An understanding of the financial, legal and strategy requirements of a charity or other such organisation in care delivery of one that has clearly transferable skills.
* Evidence of and experience making complex decisions, with multiple factors and implications, sometimes in a short time frame and with limited support (i.e. being on call, managing complex and emerging crisis, emergency planning experience etc.)
* Able to think strategically and demonstrate this in your work
* Exceptional relationship management skills with or external stakeholders.
* Able to demonstrate experience of developing business plans, or relevant training.
* A commitment to working positively with diversity and promoting equal opportunities.
* Is passionate about improving outcomes for the client groups the Guideposts Trust serves and is keen to make a difference in communities.

**PERSON SPECIFICATION**

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| **Head of Services** | | |
|  | **Essential** | **Desirable** |
| **Qualifications** | * Degree in relevant field or equivalent training (Health, Social Care, OT/Physio etc, or Business based if includes experience of working in client facing environment) * Minimum Five years post qualification experience * Training (or equivalent, transferable experience) in one or other - Mental Health/Learning Disability/Dementia Care | * Relevant post graduate degree or equivalent specialist training * Evidence of professional development in aspects of management and leadership * Project management /training * Coaching/supervision training |
| **Experience** | * Experience in Senior Management or Leadership * Experience of working with boards or committees * Proven ability to lead and motivate a team * Experience of or training in Health or service delivery-based work, and evidence of management of clinical leadership, standards, and risk management * Experience at a strategic and financially accountable, operational level, preferably in the voluntary health, or social care sector * Proven experience of supporting senior colleagues and managing staff * Proven experience of strategic and services planning * Project planning and monitoring experience at a strategic and operational level * Proven experience of dealing with partnership organisations and funding bodies * Experience of staff development and undertaking appraisals within structured timeframes * Presenting to groups with a professional manner using PowerPoint | * Work in the corporate sector * Corporate strategic planning * Experience of Financial and operational management skills during period(s) of financial restraint * Experience of working with children and young people’s services * Has worked within ICB or NHS service planning * Bid writing |
| **Skills** | * Evidence of exceptional ability to communicate at all levels * Ability to enthuse and motivate others towards set goals and aspirations with Guideposts and services * Ability to represent Guideposts at external and internal meetings in a professional and approachable manner * Ability to lead and support senior colleague and Trustees on strategic, KPI based and financial issues, and experience of the ability to identify and alert to risks as they arise * Excellent IT skills * Report writing * Full driving licence free from endorsements and own transport (fully insured for business use) * Experience of Line management responsibilities experience of multiple teams. | * Making presentations * Making funding applications * Strategic planning and management in a business setting * Evidence of networking experience * Public speaking |
| **Knowledge** | * Has prior experience of working as part of senior team taking forward strategic priorities, visions and goals and evidencing growth-based outcomes for staff and organisation. * Has awareness of growth-based outcomes, and professional standards, and experience implementing professional standards of care (eg CQC, Safeguarding/NMC etc.) either personally or across services. * Knowledge of risk identification and management. * Clinical experience in Mental Health, Learning Disability, or Dementia Care, with the ability to apply therapeutic principles to service design and delivery * Proven ability to lead and manage services with clinical oversight, ensuring high standards of care, safeguarding, and risk management * Experience embedding evidence-based clinical approaches across multidisciplinary teams, with a focus on measurable outcomes and continuous improvement | * Individual and workplace Risk Assessment * Person centred planning/management style * Goal based outcome measures * Routine Outcome Measures for data reporting |

**OTHER DETAILS**

All staff are ambassadors for Guideposts and as such may be required from time to time to assist managers and fundraising in the promotion of Guidepost and its work.

All staff have a responsibility to look after the Health and Safety not only of those people who use our services but for themselves and their colleagues and should follow Guideposts Health and Safety Policy and Procedures.

Guideposts is an Equal Opportunities employer.

This job description is not exhaustive but is provided to assist the post holder to know and understand the main duties of their role.  Responsibilities may be subject to review and may be varied in emphasis depending on operational requirements.  It may be amended from time to time in discussion with the post holder.