# Role Profile

**Job Title:** Head of Services

**Based:** The Stables

**Hours:** Full Time – 37 hours per week, or substantial part-time

**Contract:** Permanent

**Reporting to:** Chief Executive Officer

**Remuneration**: £45k - £50k per annum FTE, plus benefits

**JOB PURPOSE:**

The Head of Services is responsible for the leadership and development of all Launchpad’s client-facing services, through diverse teams which deliver a range of top-quality services for vulnerable clients based on a values-driven model of client support. Setting strategy and translating it into delivery, the postholder ensures services meet emerging needs and support organisational priorities. The Head of Services is proactive in new business development, seeking opportunities for service growth and diversification, writing successful tender proposals and bidding for grant funding. The postholder is an integral member of the Senior Management Team and holds collective accountability for the strategic leadership of the organisation.

**KEY DUTIES:**

**Strategy**

* Develop and lead an annual operational plan for services, setting direction which evidences outcomes and aligns to the organisational strategy, with especial regard to Equality, Diversity & Inclusion
* Lead and develop client strategies ensuring client views are integral to shaping service design and delivery
* Lead on securing new business, including submission of all tenders for new and retained services, seeking out wider partnerships and appropriate business opportunities
* Work collaboratively with colleagues, providing strategic advice, information and expertise which contribute to short, medium and long-term goals
* Focus on ensuring the operational success of the Work & Life Skills Centre

**Leadership and Management**

* Provide a coaching style of leadership which encourages high performance and creativity, and inspires and motivates colleagues
* Support service managers to have strategic oversight of their delivery area whilst ensuring that there is effective joint working, information sharing and shared learning between services
* Lead and deliver effective management of client-centred services that put individuals at the heart of services with a focus on high quality
* Show visible leadership across the organisation to ensure teams understand the vision so that a cohesive culture is achieved, and behaviours aligned with our values and culture are consistently applied
* Provide effective guidance to managers in relation to safeguarding and complex situations

**Compliance and Control**

* Adhere to policy and procedure in areas such as Health & Safety, Equality, Diversity & Inclusion, data protection and statutory requirements, ensuring these are routinely checked for compliance
* Ensure services meet all contractual requirements and Key Performance Indicatorss
* Responsible and accountable for safeguarding and minimising risks associated with service delivery and proactively manage the controls and instigate actions required to achieve safe working environments
* Write, review and develop policies, procedures and guidance in relation to frontline client services, ensuring they are relevant and fit for purpose, encompassing all client needs

**Performance Management**

* Meet or exceed all key performance targets for commissioned and grant-funded services through proactive monitoring and project management
* Ensure all services have the appropriate resources, and relevant developmental opportunities in order for services to fulfil their remit of activity
* Conduct regular evaluation and analysis of services to improve inclusivity of the service offer, ensuring services remain agile and adaptable to the needs of clients and that any new services are planned and delivered effectively
* Ensure all data collection is to a high standard ensuring that Launchpad services can demonstrate the wider impact within the community

**External Relationships**

* In collaboration with service managers, maintain and develop effective professional networks with those that commission our services to ensure Launchpad is viewed as a flexible, influential and reliable partner
* Proactively manage and maintain strategic relationships and partnerships in relation to services to ensure that Launchpad is seen as an expert in its field, which in turn leads to further potential opportunities
* Represent Launchpad as an ambassador at events and build and maintain networks with all relevant stakeholders

**Other**

* Provide reports for and attend meetings of the Board of Trustees and Operations Sub-Committee covering service performance, industry updates and other relevant information to inform decision making
* Contribute to budgeting and financial planning, managing and monitoring budgets identified by the Head of Finance
* Contribute to the wider strategy around Health & Wellbeing identifying themes and areas for improvement with the Head of Human Resources
* Be part of the Launchpad out of hours on-call service
* Work flexible hours as necessary to meet the needs of the charity, including occasional evenings and weekends
* Proactively promote Launchpad within Reading to other organisations and partners
* Observe and work within Launchpad’s values of Respect, Empower, Integrity and Influence
* Any other duties commensurate with the role

# Person Specification

**Knowledge, Skills and Behaviours**

* Strong knowledge of homelessness, safeguarding and service models for diverse client groups
* Knowledge of housing management and issues within a supported housing environment
* Good understanding of health, housing, employment, training and social care systems
* Strong management and leadership skills with the ability to enthuse, motivate and inspire results;
* Excellent all-round communication skills and relationship management abilities
* Advocacy skills and ability to defuse problems quickly
* Positive and enabling attitude
* Emotional intelligence, resilience and initiative
* Developed time management and prioritisation skills
* Excellent understanding of operational issues and an eye for continuous improvement
* Ability to think strategically and to communicate the strategic vision at all levels;
* Personal drive, energy, integrity, adaptability and responsibility
* Ability to have fun and enjoy yourself whilst doing your job
* Methodical and thorough
* Self-motivated, innovative and pro-active
* Able to assimilate information and grasp situations rapidly
* Empathy with the Charity’s aims and objectives and a commitment to equality and diversity
* Skilled user of IT systems with the ability to prepare reports, spreadsheets and presentations
* Financial acumen (Desirable)

**Experience**

* Substantial experience in strategically leading complex client services provision to vulnerable client groups to achieve outcomes and impact
* Demonstrable experience of managing a variety of teams, across multiple sites
* Track record of planning business development, evidenced through tendering for and securing contract renewals and new business growth, particularly through local authorities, NHS or government contracts
* Track record of leading, engaging and motivating colleagues through change or new service delivery
* Working collaboratively with partners and organisations or in a multi-disciplinary setting
* Experience of leading multiple client services, including wrap around holistic and employability services
* Track record of developing policies and procedures and improving quality and performance
* Practical experience of managing risk, contractual and regulatory performance
* Experience of developing client strategy and service improvements
* Experience of working with a trustee board/executive board (Desirable)

**Education, Qualifications and Training**

* Degree or significant relevant senior experience
* Business Management or other appropriate professional qualification (Desirable)