



JOB DESCRIPTION

Job Title:	Director of Services
Employed by:	Saltbox
Based at:	Adelaide House, Burslem, and other Saltbox locations as required
Salary:	£38,000 - £40,000, depending on experience
Hours:	Full time - 35 hours (this post does involve flexible working)
Responsible to:	The Chief Executive
Contract:	This is a new position and elements of this role could result in change depending on the skills of the successful candidate and the continued development of our organisation
Recruitment:	This post is subject to a satisfactory DBS check and references

Purpose of the Role

Reporting to the CEO, this role has a focus on ensuring that Saltbox continues to deliver excellent services to the vulnerable people in our care, with specific responsibility for the Restart and Carelink services.

They will have responsibility for developing new services, as opportunity arises, and ensuring that Saltbox's model of operation is expanded and refined.

The role will also focus on building strategic partnerships through attendance at a range of external meetings across the area of operations.

They will also ensure that Saltbox meets its statutory compliance, financial and risk management responsibilities, including through managing effective monitoring and reporting systems.

Summary of Main Duties:

- a) To successfully deliver the intended objectives and outcomes of Restart and Carelink services, managing work and resources within the agreed budgets;
- b) Ensure best practice and quality of care is achieved within the delivery of these projects and be directly responsible for the day to day operational & staff management of these;
- c) As a member of the Senior Management Team (SMT), participate in the strategic development and planning of growth opportunities for current and new projects;
- d) To help develop and implement operational systems, processes and policies in support of Saltbox's mission, including management reporting, information flow and management, business process and organisational planning, identifying areas for improvement as required;

- e) To be responsible for ensuring Saltbox's quality standards, health & safety, risk assessments and GDPR procedures are embedded within all respective services;
- f) To represent Saltbox to external stakeholders and develop strategic links and partnerships with public, private and voluntary sector organisations;
- g) To maintain the values and vision of Saltbox through fostering a working environment based on co-operation and support, which is open, transparent and focused on achieving excellence.

Main Duties

Operational Management of Services:

1. To oversee the delivery of Restart and Carelink daily operations ensuring that services are delivered efficiently, effectively, safely and in line with contract/funder requirements;
2. To lead, motivate and develop the Managers reporting to you individually and as a team, and through them staff in the teams for which you are responsible;
3. To act as lead contact for your projects in managing and monitoring contracts, grants and service level agreements, including developing strong positive relationships with commissioners and other external funders/partners;
4. To monitor and evaluate the effectiveness of projects against agreed budgets, strategic targets and funding outcomes making recommendations for improvements where appropriate, including ensuring that reports are provided in a timely manner to the SMT / Board /external funders;
5. Ensure that Saltbox meets its legal obligations in all aspects of service delivery;
6. Keep up to date with legislation and policy matters affecting Saltbox's work and ensure that this knowledge is shared within all respective services;
7. Explore opportunities to develop Restart, Carelink and other services, including working with the Senior Management Team to agree ways to implement and sustain change;

Strategic Development and External Partnerships:

8. To work with the SMT to identify gaps in provision of services and in developing and implementing a strategy to maintain existing contracts and secure new ones;
9. To be responsible for good and effective liaison with external agencies including Local Authorities, Police, Probation, Social Care and other statutory and voluntary agencies. To develop new strategic links with public, private and voluntary sector partners;
10. To support the SMT in undertaking new business tenders and funding applications, as required, including liaison with the Finance Department in the preparation of existing budgets and costings for new services/tenders;
11. To be familiar with strategies and government policy which impacts on Saltbox's service delivery, implementing change management plans as required;

12. To develop and maintain a wide network of contacts and third party stakeholders to effectively promote and grow the work of Saltbox;

Finance:

13. Monitor project income and expenditure in line with Saltbox's financial procedures;
14. Authorise expenditure within approved limits;
15. Ensure effective systems are in place to collect income for Restart clients;
16. Work with the CEO and Finance team in setting annual budgets and reviewing service costs;

Staff Leadership and Management:

17. To participate in the recruitment of staff, and ensure a thorough induction is in place for all new members of staff;
18. Provide supervision to all staff reporting directly to the post holder and oversee the supervision and appraisal of all staff in areas of service responsibility;
19. Act in accordance with the disciplinary and grievance procedures of Saltbox, taking the lead in investigation/decision making where appropriate and overseeing the correct application of procedures by manager;
20. Implement and monitor Saltbox's training and development policy within areas of responsibility, ensuring that training needs within projects are considered and prioritised;
21. Undertake restructure, redundancy and redeployment consultations in line with organisational policy;

Buildings and Housing Management:

22. Ensure that all health and safety requirements are in place and monitored;
23. Oversee the Property Services Manager in maintaining standards of Saltbox premises (offices and rented housing stock), ensuring high standards of repair, cleanliness and safety;
24. Liaison with the Finance Manager and Housing Benefit around income collection;
25. Ensure all housing management processes are in place and that teams are trained in carrying out these functions, including compliance with Saltbox policies and procedures in delivering supported housing services;
26. Liaise with landlords in the provision of rented housing;
27. Operate relevant occupancy agreements in line with legislation;

General/Other:

28. To provide regular reports to the SMT and the Saltbox Trustees as requested;
29. To adhere to the policies and procedures of Saltbox at all times;
30. Be proactive in reviewing and evaluating own performance, identifying and acting on areas for improvement and development;
31. To maintain ongoing CPD in line with membership of any professional bodies
32. To undertake such other duties as may be required by the CEO and Trustees which are commensurate with the position;
33. To operate within financial controls and systems and to manage the overall costs of each service within an agreed budget



Person Specification for Director of Services

Attributes	Essential	Desirable	Method of assessment
Education and Training	Undergraduate degree in a relevant discipline i.e. technical, business, finance, project management	Relevant professional qualification	CV and Covering Letter
		Prior Safeguarding and health and safety training (e.g. IOSH)	
Experience	Proven track record in leadership and vision and managing staff groups and major projects or initiatives	Experience at senior management level within a charity or voluntary sector organisation	
	Experience of leading a service delivery team in either a supported housing, advice, homelessness, care or other related environment		
	Experience of working with vulnerable clients and an understanding of the challenges faced by different client groups	Understanding of the techniques, aims and objectives of working with homeless people including those with complex needs	
	Demonstrable experience of thinking strategically, business planning and the implementation of projects	Knowledge of and implementation of change management programmes	
	Experience of maintaining project records, providing statistical information, task/project evaluation, and maintaining audit trails as necessary		
	Experience of identifying, managing and delivering contracts/funded projects, including reporting to funders	Experience of tender/bid writing and undertaking grant applications	
	Strong financial and analytical skills with experience of effective budget management		
	Experience of delivering training and/or presenting information to new groups		

Attributes	Essential	Desirable	Method of assessment
Knowledge and skills	Ability to manage multiple service priorities and commissioner demands		CV and Covering Letter and Two-Stage Interview(s) Process.
	Excellent people & communication skills, the ability to deal effectively with conflict and to communicate to a wide range of audiences	Knowledge of UK employment legislation and application to staff	
	Working knowledge and commitment to Safeguarding and Health and Safety	Knowledge of the Welfare Benefits system	
	Ability to initiate and sustain new ideas and methods of working	Working knowledge of local partnerships and organisations	
	Ability to analyse complex information and report to external stakeholders		
	IT & social media literate		
	Strong organisational and time management skills		
Qualities	Able to motivate self and your teams, to inspire change and encourage and facilitate inclusion, participation and engagement	Able to work in a range of social and cultural contexts	CV and Covering Letter and Two-Stage Interview(s) Process.
	Able to work as part of a team with excellent interpersonal skills and a collaborative management style	Active member of a Christian church, demonstrating an active Christian faith	
	Ability to initiate, develop and implement new projects		
	Able to set and work to goals without direct supervision		
	Ability to work under pressure and in periods of change and development		
	Willingness and ability to work hours outside of normal office hours on occasion		
Other	Satisfactory Enhanced DBS disclosure. At least 2 satisfactory references		CV, References and Documents Check
	Commitment to engage in professional development		
	Currently eligible to work in the UK		
	Current Driving Licence & own transport		

