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**JOB DESCRIPTION**

**JOB TITLE**: Director of Services (Deputy CEO)

**PLACE OF WORK:** Based in 3 Glengall Street, Belfast with travel through Northern Ireland

**REPORTS TO:** CEO

**SALARY**: £50K

**WORKING HOURS**: 35 Hours per week (On occasions, the demands of the job may require work outside these hours)

**HOLIDAY ALLOWANCE:** 25 days per year, pro rata

12 statutory days

The Relate NI holiday year runs from 1 April to 31 March

**Background**

Relate NI is the leading relationship support charity in Northern Ireland and has been working to support people and their relationships since 1948. We provide a range of therapeutic services and education programmes to people throughout Northern Ireland. Our vision is of a future where healthy relationships are at the heart of a thriving society, and our mission is to make expert information and support for healthy relationships available to everyone.

### We are looking for a Director of Services who will be inspirational and visionary in helping lead Relate NI into an exciting period of opportunity, expansion and development. Relate NI and Family Mediation NI merged in November 2024 and is currently embarking on strategic planning and rebranding for the consolidated organisation 2025-2028.

### The appointee will be a proven strategic leader with the ability to develop and establish collaborative relationships with internal and external stakeholders to successfully stimulate and deliver positive change for the organisation, its staff and service users. They will have a personal drive for results and be motivating and energetic in the pursuit of positive outcomes. They will lead on the development and delivery of Relate NI key support services including HR, Finance, IT, Facilities, Management Reporting and Governance in line with the organisation’s mission and values.

### The post holder will deputise for the Chief Executive Officer (CEO) in her absence or as designated.

**Leadership & Strategy**

* To provide visible, accessible and visionary leadership, engaging, empowering and motivating teams across Relate NI
* To support the CEO in contributing to the development of strategic plans and initiatives in response to the needs of people using Relate NI services and the needs of external stakeholders
* To lead on the development of operational plans, including strategic and operational objectives and key performance indicators to ensure the successful and timely execution of the strategic plan
* Support the CEO in enabling the work of the Board of Trustees through attendance at subcommittee and Board meetings
* To manage the Relate NI risk register and business continuity plans to ensure safe delivery of quality services
* In conjunction with the CEO, continually develop the leadership team to enhance cross-functional working and improve overall organisational performance
* To support the CEO in developing high profile sustained public relations/media presence with the objective of developing /increasing the public profile of Relate NI, promoting to the broader market the services it offers, which in turn create additional business opportunities and revenue streams
* To act as Safeguarding Champion, support follow up/discussions on potential safeguarding concerns and ensure all referrals are processed to Gateway in a timely manner and to ensure a total commitment to safeguarding service user

**Business Development and Contract Management**

* Develop and maintain strong relationship with current and potential funding bodies, delivery partners, local communities, ensuring effective links with statutory, voluntary, professional bodies and other key stakeholders
* Prepare funding bids and responses in line with strategy and mission and as required
* Ensure that funder and corporate reporting is effectively delivered in a timely manner
* Ensure ongoing review, analysis and development of management information to support reporting activity, identify trends and inform workforce planning
* Network and represent Relate NI, identifying opportunities for the development of partnerships which can support the organisation to achieve strategic and organisational goals
* Lead on developing the income strategy for the charity, working with the CEO and operational leadership team to identify new ways of working to generate income
* Provide management oversight, supervision and challenge on high value, high risk, high priority tenders for both new and existing services/projects, providing feedback and continuous improvement from successful and unsuccessful tenders
* Lead on managing of Relate NI supplier contracts, ensuring effectiveness and value for money

**Management**

* Provide leadership in the delivery of a HR function across Relate NI, working with the HR outsourced partner to ensure HR systems, policies and procedures are fit for purpose and adequately support and protect the organisation and employees
* Ensure that human resource services are developed and delivered to effectively meet the business needs of the organisation
* Provide regular supervision to Clinical Lead, Project/clinical Co-ordinator(s) and Service Manager(s)
* Ensure appropriate HR policies, procedures and performance management structures are in place to comply with all relevant legislation and best practice
* Lead continuous improvement, service innovation and digital development of all aspects of Relate NIs’ work to maximize future opportunities and organisational effectiveness in the delivery of strategic objectives and key performance indicators
* Ensure appropriate resources and effective systems are in place with regards to finance, governance and business activities
* Engage and motivate whole operational teams through effective leadership and communication
* Attend and fully contribute to the Senior Leadership, Management and Board of Trustees meetings
* Ensure accommodation and facility management services are provided to meet the current and future business requirements of the organisation
* Ensure a safe and pleasant working environment is provided for Relate NI service users, staff and visitors to the premises
* Support the investigation of client complaint issues as required
* Contribute to the marketing and promotion of Relate NI in the media and representing the organisation at relevant events
* Support the CEO and deputise as and when required

This role will require some travelling throughout Northern Ireland and will require access to a mode of transport

The job description is neither exhaustive nor exclusive and the post holder will be expected to undertake duties within competence which are required in line with the overall job purpose. The role profile may be reviewed and amended in the future to include any other reasonable duties, projects or tasks as may be requested from time to time and reflect changing organisational requirements, strategic or operational priorities, and changing staffing levels.

**How to apply**

**Closing date: 5pm 12 June 2025**

Applications should be returned to:

Katrina Hinfey

Interim Change and Transition Consultant

Relate NI

3 Glengall Street

BELFAST

BT12 5AB or

[hr@relateni.org](mailto:hr@relateni.org)

If you would like to have an informal conversation about this role within our organisation, please contact Kat Hinfey at [KatrinaHinfey@relateni.org](mailto:KatrinaHinfey@relateni.org)

**Person Specification**

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|  | **Essential** | **Desirable** |
| Qualification | * A Degree or equivalent qualification in a relevant discipline. In the absence of a Third level qualification applicants must have five years’ experience in a leadership or management role within a service delivery organisation |  |
| Experience | * Significant experience in a similar role with at least 5 years in a senior management position with leadership responsibilities * Experience of business development and contract management * Experience of planning, developing, and implementing a strategy for growth and service development in a fast-paced organisation, exploring new service opportunities * Demonstrate experience of strategic partnership and a proven ability to manage people to achieve outcomes, objectives and targets * Experience of leading, planning and reporting at a departmental or organisational level * Experience of developing and implementing operational policies and procedures * Experience in forecasting and budgeting | * Experience of working in the Community and Voluntary sector |
| Skills | * Excellent communication skills with previous experience of report writing and delivering presentations to a range of audiences * Demonstrate evidence of making effective decisions using analytical and problem-solving skills with the ability to evaluate information and recognise trends * A strong negotiator with experience of forging effective working relationships with a wide range of stakeholders both internally and externally and a demonstrable track record of working in collaboration with other organisations * Strong IT skills and the ability to use computer software packages * Excellent organisational, planning and management skills |  |
| Knowledge | * Knowledge of key business functions including IT, HR, Finance, Customer Services * Knowledge of legislation requirements to include data protection, information security and health and safety | * Knowledge of commissioning structures, charitable foundations, businesses and other organisations which have philanthropic objectives * Understanding of therapeutic and/or mediation services and benefits |
| Personal Characteristics | * Demonstrate a commitment to Relate NI’s vision, mission and values * Ability to prioritise, meet deadlines and use own initiatives * Demonstrate commitment to developing person centred ethos and continuous improvement * Modelling and promoting a ‘one team’ ethos |  |
| Other | * Access to a car with appropriate insurance and a valid license or to be otherwise able to fulfil the mobility requirements of the post |  |