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**Job Description**

**Head of Services**

**Key Purpose of the role:**

The purpose of this role is to support the Chief Executive in agreeing and achieving the organisation’s strategic and operational objectives in all service areas, including a combined community and witness services function and volunteers. The role holder, as part of the SMT, will be expected to contribute to tangible service enhancements and to represent the organisation in public and statutory arenas.

**Reports to:** Deputy Chief Executive

**Direct Reports:** 9 -10

**Salary:** £33,500.00 per annum

**Location:** Foyle Hub based at Strand Road, Derry/Londonderry

**Hours:** 35 hours per week

**Duration:** Permanent

**Main Responsibilities:**

**Strategic Leadership**

Contribute to the development of strategic plans and initiatives in response to the needs of people affected by crime and the needs of external stakeholders

Support the development of operational plans through close liaison with members of the Senior Management team and with the service deliverers.

Respond to the developments in end user requirements and develop appropriate service provision, agreeing the delivery standards and performance targets and setting clear direction and support internally to ensure these are met.

In conjunction with the Deputy Chief Executive, agree performance targets and outcomes with external funding partners and achieve these targets in line with the operational plan and within budget

Provide analysis and interpretation of the business information generated to inform current service delivery and to influence strategic and operational planning

Develop and maintain strong effective internal and external working relationships and networks with key stakeholders

**Management**

Recruit, manage and motivate operations staff to achieve clearly defined objectives which contribute to the strategic aims of the organisation

Ensure total compliance and quality assurance is embedded in all activities and in the ethos of the organisation.

Drive agreed change initiatives in line with the organisation’s strategic and operational objectives

Ensure the effective and cost-effective delivery of the services functions, in line with agreed budget.

Define organisational human resource needs to meet service standards and budgetary constraints and ensure an effective team is in place suitably informed, skilled and empowered to meet the operational needs.

**Operations**

Provide sound and appropriate advice to managers and staff on operational related matters, including robust maintenance of standards.

Ensure that all key processes and procedures are completed to the highest level and are accurate and fit for purpose

Provide clear alignment between all aspects of the service, ensuring that witness, community and volunteer personnel are fully integrated and cohesive in activities and provision of services.

Using appropriate data, provide quantitative analysis and forecast future user needs, recommending operational developments and contributing to the change strategy.

Develop policies and procedures to underpin a high quality and consistent practice across service delivery

Monitor and evaluate existing services and identify areas for service provision development.

**Business Development**

Support the Chief Executive and Deputy Chief Executive in executing the business development strategy.

Develop and maintain an appropriate network of external contacts and influencers, ensuring that the needs of the organisation and opportunities to improve its offering are maximised through all interactions identifying risks to the services provided by Victim Support NI if applicable.

Engage in and develop PR activities as and when required.

**Other**

Lead by example, providing a value based style of leadership and positive communications to inspire others

The post requires a degree of flexibility and adaptability and therefore the postholder may be required to undertake further duties commensurate with the grade

**Person Specification**

**Essential Criteria**

1. A Degree or equivalent qualification
2. A minimum of 3 years’ experience of managing a service based function.
3. Proven ability in managing people to achieve targets and objectives
4. Evidence of budget management and delivering within defined financial parameters
5. Evidence of making effective decisions using analytical and problem solving skills with the ability to evaluate information and recognise trends
6. Ability to deliver multiple projects on time and multi task successfully.
7. Evidence of promoting change in a positive and engaging way to maximise the constructive nature of initiatives.
8. A collaborative management approach to ensure a positive impact on morale and enhance the organisation as a great place to work.
9. Significant experience of representing an organisation and its interests with a range of key stakeholders.
10. Direct Board or shareholder or equivalent accountability

**Additional requirements:**

* The post holder will be required to demonstrate the ability to meet the mobility requirements of the post

**Key Personal Attributes:**

* **Drive for Superior Results:** Displays energy, commitment and enthusiasm in order to achieve results of the highest standard and displays the courage to succeed and the tenacity to achieve with excellence
* **Building Relationships:** Builds relationships on the basis of integrity and trust and understands the critical importance of interpersonal relationships and networks in the achievement of quality results
* **Leading and Developing People:** Provides a positive role model for others, encouraging their contribution, development of talent and combining the abilities of all to achieve success for both individuals and the organisation
* **Business Sense:** Understands the strategies, priorities and goals of the organisation and the external influences which may impact on it. Uses this knowledge to make sound judgments for the benefit of the organisation and the people who use its services
* **Change and Innovation:** Refers to creative and inspired thinking which develops new approaches, achieves continuous improvement and actively supports and manages change.
* **Effective Communication:** Facilitates accurate and effective information across a geographically disparate organisation and across a range of service providers.