



**JOB DESCRIPTION:** Head of Services

**REPORTS TO:** Director of Services

**KEY STAKEHOLDERS:** People with spinal cord injury (SCI) and their families; professionals and organisations working with people affected by SCI; Back Up staff, volunteers and trustees; major service sponsors and funders

**LINE MANAGERS:** Services Manager, Children and Young People's Service Manager, Volunteer Development Manager.

### **PRINCIPLE ROLE:**

The Head of Services will provide leadership and direction for the services teams within the post holders' remit, including the strategic development and delivery of the services business plans, budget and the management of the staff involved.

They will support the Director of Services to represent the services team on Back Up's SMT where required and ensure overall good management through collaboration.

### **VALUES**

All roles at Back Up should reflect our core values:

**We embrace challenge**

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

**We have fun**

We believe that having fun allows us to connect with others, whilst opening up opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

**We build inclusive communities**

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

**We are ambitious for each other**

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to



reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

### **SPECIFIC DUTIES:**

- Support the effective management of the wider teams within the post holders' remit.
- Support staff to manage budgets, taking overall responsibility for strong financial management, including ensuring accurate reporting and reforecasting.
- Support staff to monitor, measure and evaluate outcomes of their services
- Lead the delivery of business plans, ensuring that the aims, milestones and targets are met.
- Oversee maintenance of accurate records, championing good practice, data hygiene and being an agent for positive change and improvement.
- Report regularly to the Director of Services, trustees and funders on ensuring that services are run in accordance with our values and fulfil our legal responsibilities
- Support funder relationships and fundraisers in applications/bids for service-related funding
- Participate in a rota of 'on-call' support for out of hours support to services events, e.g. courses, volunteer training etc.
- Take overall responsibility for the management of risk in relation to services within the post holders' remit.

### **PEOPLE:**

- Ensure cohesive collaborative working across Back Up including with and between staff, volunteers and trustees.
- Be a role model and champion of the ethos and values of Back Up.
- Show exemplary people skills and emotional intelligence and support people's resilience and positive wellbeing.
- Provide excellent line management support to the managers within the post holder's remit, offering cross organisational support to the Director of Services where required.
- Support the development of staff and ensure robust performance management across teams.
- Be a key member of the Services Leadership Team; helping to oversee directorate meetings, away days and other initiatives
- Work in partnership with the Head of Strategic Engagement to work closely with spinal centre management, NHS commissioners, SCI consultants & trauma specialists



## SERVICES DEVELOPMENT AND IMPACT

- Understand the changing needs of people affected by SCI through research and ensure Back Up's services meet those needs, deliver maximum impact in line with our mission, and that this is understood and demonstrated to the best of our ability
- Ensure services are delivered in line with our mission, vision and values and are of the highest quality, accredited and award – winning where possible
- Provide quarterly updates on the relevant parts of the services business plan as part of the governance cycle with trustees, and otherwise as required
- Review and oversee services KPI's, management information and principles for service delivery
- Work proactively and collaboratively with the Head of Strategic Engagement to identify key partnerships which will support the wider directorate to reach more people affected by spinal cord injury and increase the effectiveness of our service offer.
- Oversee budgets through monthly management accounts process and build rationale for services budget
- Support funder relationships and applications/bids for service-related funding
- Oversee services related Back Up policies according to the review cycle, engaging with colleagues to ensure collaborative insight.
- Ensure safe recruitment policies and procedures are adhered to.
- Oversee inductions for new staff and ensure training needs are met for teams with designated safeguarding officers
- Be accountable for assessment and management of risk and ensure all relevant legal responsibilities are met.

## STRATEGY AND PLANNING

- Develop Back Up's services business plans and budgets; play a key role in informing and developing Back Up strategy and ensure this is reflected in plans
- Be available to attend and contribute to quarterly trustee meetings to represent Back Up services where required.
- Support the development of programmes which help increase our service user reach and inclusivity.
- Other duties as required by the Director of Services.

## INFLUENCING AND PARTNERSHIPS

- Maintain effective collaborative working with other SCI charities and Spinal centres
- Work in partnership with the Head of Strategic Engagement to oversee our presence at national conferences including MASCIP and Guttman, including organising team members to attend & supporting staff with presentations
- Be an ambassador for Back Up at internal and external events and conferences and in any media opportunities that arise



## PERSON SPECIFICATION

### SKILLS AND ABILITIES:

- Thorough understanding of peer led service design and delivery.
- Demonstrated analytical skills and the ability to problem solve.
- Outstanding interpersonal skills and the ability to work effectively with a wide range of people including the board, staff, volunteers, corporate partners and other external stakeholders.
- A self-starter who is highly organised and able to plan, balance and manage competing priorities.
- Outstanding communicator with the ability to present and write with impact.
- Ability to plan and deliver projects on time and within budget and to meet or exceed objectives.
- Excellent IT and administrative skills.
- Project and/or Programme Management Qualification, Skills and/or demonstrable experience in a similar setting (PRINCE2/Agile/similar desirable)
- Understanding of the barriers to employment experienced by disabled people
- Relevant qualifications and training – or demonstrable experience relating to the role responsibilities
- Knowledge and understanding of the issues related to those affected by spinal cord injury
- Commitment to continued professional development
- Ability to help colleagues to interpret and understand data and reports
- Ability to represent Back Up appropriately to service users, senior managers and external stakeholders

### EXPERIENCE:

- Demonstrable leadership experience in the health or disability charity field.
- Experience in building effective working relationships both internally and externally and the ability to influence at all levels.
- Demonstrated experience in service and product development.
- Experience or knowledge and understanding of funding streams, commissioning practice and commercial product development.
- Demonstrated experience and understanding of impact and outcome measurement.
- Experience of managing a workload with competing demands.
- Personal experience of spinal cord injuries and the issues surrounding them (desirable).

### KNOWLEDGE:

- Working practices and the ongoing challenges facing the voluntary sector
- Care Act 2014, Children and Families Act 2014 and other legislation affecting the lives of children, young people and adults with disabilities



- Spinal cord injury or physical disabilities
- Services supporting people with disabilities (desirable)

In addition, candidates that demonstrate any of the following desirable criteria will be at an advantage:

- Lived experience of disability/spinal cord injury