**Post:** Temporary (maternity leave cover) Head of Service Delivery and Development

**Hours:** 30 hours per week

**Salary:** NJC SPC 30

**Location:** Relate Bradford Office

1st Floor, Bradford Trident Business Centre

11 Edward Street

Wakefield Road

Bradford

BD4 7BH

With a requirement to travel between services if needed.

**Responsible to:** Chief Executive Officer

**Annual Leave:** 20 days a year, plus Bank Holidays, and an additional week at Christmas

**Pension:** We operate a contributory pension scheme which you will be auto-enrolled into (subject to the conditions of the scheme)

**Probationary Period:** 6 months

**Relate Bradford**

Relate Bradford is a registered charity and has a Board of Trustees, which is legally accountable for the activities of the organisation.

# **About Relate Bradford**

# **Why we do what we do**

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| Because the relationships we have with ourselves and others matter and good relationships help us all to live more fulfilled, healthier and happier lives. **What we do**As a caring organisation, we give you the time, space and support to explore relationships and help you see how you might be able to work through and overcome relationship challenges in order to move forward positively.* We put you at the heart of all that we do, by providing a confidential, ethical and professional counselling service of the highest quality, exploring options, individually tailored to your current situation
* We enable you to be more aware of feelings, to explore options and to improve coping skills
* We work in partnership with others

**Our values, principles and behaviours*** We place kindness at our core and always strive to be respectful, supportive, professional, dependable and empowering
* As a passionate, curious and creative organisation looking to the future, we endeavour to develop innovative and dynamic interventions, continually championing the importance of healthy relationships and the role they play in ensuring good mental health
* With our partner organisations, we will be helpful, responsible, collaborative and dynamic

We have an active Board, responsible for governance (steering and accounting for the organisation) whilst day to day management functions (getting things done) are organised by the Chief Executive Officer. |

**Head of Service Delivery and Development**

**Main purpose of the role**

Responsible to the Chief Executive, the post holder will take responsibility for the efficient running and development of Relate Bradford’s services in Bradford and will assist the further development of our new offer in Leeds. You will ensure the efficient delivery of safe, high quality, evidence-based services in accordance with Relate Bradford’s policies and procedures. You will lead the development and delivery of Relate Bradford’s services ensuring we are seen by all, as industry experts in our approach to healthy relationship building.

You will play a key role in commissions, contracts and bids, and in scanning for activity and opportunities.

You will have a leadership role, providing effective management, supervision and support to the team, underlining and promoting our values, principles and behaviours at all times.

Responsible for developing and implementing a marketing strategy, you will help to grow the business with due regard to delivering a broad based class-leading relationship focussed counselling service.

###### Leadership and Management

* Be an active and effective member of the Senior Leadership Team who ensures the efficient delivery and development of our class-leading work across Bradford and Leeds.
* Support and encourage an environment of productivity, creativity and curiosity in developing services that meet the needs of clients, underpinned by the values of kindness, equality, diversity and openness
* Lead on the design, development and production of a business plan/delivery plans and identifying key actions and priorities across all areas of service delivery
* Build and maintain effective relationships with key individuals across Bradford and Leeds, public, third sector and private sectors

###### Provide strong leadership, management and support across the teams, promoting a ‘cross organisation’ approach to service design and delivery

###### Conduct regular 1:1s and annual performance reviews with all direct reporting office staff and against agreed objectives, identifying and supporting mandatory and individual development needs

###### Ensure that performance management is carried out for the office team and relevant operational area

###### Develop organisational capacity through coaching and development of individuals from the office team

* Demonstrate resilience and leadership when responding to challenge, change and complex or difficult situations
* Deputise for the Chief Executive as required

**Relationships**

* Assist the Chief Executive Officer to maintain and develop positive relationships with our partners, commissioners and other stakeholders to promote all aspects of the service and enhance the public image of Relate Bradford
* Represent Relate Bradford on local, regional and national groups and contribute to the strategic thinking and planning across Bradford and Leeds
* Liaise with and report to the Relate Bradford Board of Trustees as required
* Keep up to date with the counselling environment locally and nationally to ensure Relate Bradford is regarded as a market leader in effective therapeutic counselling services
* Liaise with people who use our service as required
* Ensure increased public awareness of counselling issues and the services Relate Bradford provides, with the local media, through social media and fundraising activities, positioning Relate Bradford as the service provider of choice for anyone facing relationship challenges

**Quality Assurance and Reporting**

* Create and maintain an environment of continuous improvement and efficiency through monitoring and evaluating services delivered and respond to any required changes effectively
* Develop and report regularly against a Quality Assurance framework.
* Lead on internal audits and ensure all services are fit for purpose and comply with current legislation, best practice and any contractual requirements
* Lead on the development and implementation of policies relating to service delivery, ensuring legal compliance and best practice
* Ensure effective systems and procedures are in place to deliver timely and accurate information to report on funding contracts and agreed key performance indicators/targets
* Work with the Head of Finance to ensure that there is efficient and effective financial and operational planning and control for service delivery costs, including staff costs

**Organisational**

* Support the Chief Executive Officer to ensure risk management and business continuity plans are in place and maintained
* Promote diversity and inclusion, ensuring that the organisation is accessible for the rich and diverse communities we support
* Work with the Chief Executive to identify and secure new business development opportunities and provide input into funding bids as required, across Leeds and Bradford.
* Attend the Board meetings and service additional committees as appropriate
* Promote the values and ethos of Relate Bradford at all times
* Work within the framework of Relate Bradford’s policies and procedures at all times.
* Support the Chief Executive to review and evolve organisational policies and procedures
* Work within Relate Bradford’s health and safety policies to ensure a safe working environment for staff, volunteers and students
* You are expected to undertake any other reasonable duties as required to ensure the smooth running of Relate Bradford
* Commit to individual training and development
* Lead through example, placing our values, principles and behaviours at the core of what you do and how you do it

It is Relate Bradford’s policy to make reasonable adjustments to enable workers with disabilities to undertake the above.

September 2019

**Head of Service Delivery Personal Specification**

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| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **Shown by** |
| **Qualifications** | * Educated to degree level or demonstrable equivalent experience at an appropriate level.
 | * Graduate level management qualification
 | Application form |
| **Experience**  | * Relevant Management experience, including leadership, at a senior level
* Assisting in developing and delivering business plans
* Delivering high quality, evidence-based customer focussed services that offer value for money
* Driving and managing innovation and change
* Experience of setting up new services/expanding services
* Awareness of the health inequalities and issues in Bradford and Leeds
 | * Working within the third sector
* Planning and leading fundraising activities and developing awareness through marketing and hosting promotional events
* Experience of developing and implementing marketing and funding/fundraising strategies
* Experience of developing quality assurance systems and achieving service improvement
 | Application form and interview |
| **Skills** | * Excellent communication and presentation skills both verbally and in writing
* Proven ability to motivate and inspire
* Wide range of IT skills including Microsoft packages
* Ability to work with complex issues and a demanding workload
* Ability to delegate effectively
 | * Car driver with full UK driving licence and access to own transport
* Knowledge and experience of using social media in a business context
 | Application form, interview and task |
| **Ability** | * Plan and prioritise own workload
* Managing a diverse set of work priorities
* Nurture and grow existing and new relationships with service users, volunteers and organisations to benefit the positive growth and impact of a business
* Work as part of a team as well as independently
 | * Resilient in a dynamic environment
* Develop and implement organisation wide policies and protocols
 | Application form, interview and task |
| **Knowledge** | * Of commissioning and funding
* Financial knowledge – ability to set and manage budgets
* Change management and working proactively to bring about positive organisational change
* Financial control and budget setting
* Financial knowledge – ability to set, control and manage budgets
 | * Of third sector/statutory services in Bradford/Leeds.
* Of NHS commissioning and funding
* Understanding of counselling services
* Of health inequalities and impact on people with mental health issues
 | Application form, interview and test  |
| **Attitude and Personal Attributes** | * Understanding of, and commitment to, equal opportunities and diversity
* Self-motivated and enthusiastic approach
* Commitment to providing person centred services
* Ability to build and maintain relationships at all levels
* Motivate and inspire staff to achieve their full potential
* Commitment to Relate Bradford’s values, principles and behaviours
 |  | Application form and interview |