

PERSON SPECIFICATION

Head of Services and Quality

E: Essential
D: Desirable

I: Tested at interview stage
A: Tested at application stage

EXPERIENCE & QUALIFICATIONS		
Track record of operational and service leadership and/or management experience within the voluntary/charity, health, social care or public sector	E	A/I
Relevant leadership or management qualification minimum Level 5 or equivalent substantial experience	E	A/I
Experience of managing services or teams and providing line management, supervision and support	E	A/I
Demonstrable experience of quality assurance and/or service improvements that improve outcomes and impact	E	A/I
Experience of mobilising effectively within resources and on time	E	A/I
Demonstrable and relevant Continuous Professional Development	E	A/I
Experience of identifying, responding to and managing operational, safeguarding, contractual or reputational risks	E	A/I
Experience of working constructively with colleagues, funders, commissioners, local partnerships and other stakeholders	E	A/I
Demonstrable experience of effective performance management	E	A/I
Understanding and/or experience of BME-specialist, culturally competent and trauma-informed practice in an area relevant to EACH's work (mental health, substance misuse and domestic abuse)	E	A/I

SKILLS & KNOWLEDGE & ABILITIES		
Ability to develop and implement clear operational plans that reflect strategic intentions and priorities	E	A/I
Strong leadership and management skills with the ability to adapt and apply them within context of EACH's work and objectives and values	E	A/I
Ability to work effectively within the voluntary sector/charity context	E	A/I
Ability to provide line management, direction and support in an enabling and facilitative but outcomes focused way	E	A/I
Be proactive with the ability to foresee and plan accordingly	E	A/I
Ability to analyse patterns, risk, gaps and opportunities from operational, service and performance data and use findings to adapt and make improvements	E	A/I
Ability to establish and implement operational processes and systems	E	A/I
Ability to manage senior staff, including supervision, appraisals, learning and development	E	A/I
Ability to provide input, operational learning and insights to support the development of strategic priorities	E	A/I
Competence in developing, reviewing and implementing standard operating procedures, policies and procedures and ensure compliance	E	A/I
Ability to review, audit and interrogate operational delivery and practice and implement timely improvements	E	A/I
Strong ability to plan, co-ordinate and monitor operational delivery across multiple workstreams, locations and teams, including risks and deadlines	E	A/I

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Ability to develop, implement and embed changes in policies, procedures and practice	E	A/I
Ability to encourage and support cross-team and cross-service collaboration and integration	E	A/I
Ability to initiate and lead operational change and build engagement with staff and support them through it	E	A/I
Confident with data, case management and reporting systems and processes	E	A/I
Ability to provide reports, data and information in an accessible, constructive and timely way internally and externally	E	A/I
Ability to ensure services are responsive to emerging and new needs and inclusive of service user and peer volunteer involvement and feedback	E	A/I
Understanding of needs of people recovering from the impact of mental health, substance misuse and/or domestic abuse	E	A/I
Ability to lead, oversee and adapt counselling and recovery operations, ensuring high utilisation and positive outcomes	E	A/I
Strong understanding and awareness of safeguarding and risk management frameworks with the requisite skills to utilise them effectively	E	A/I
Ability to maintain accurate, timely and secure records in line with confidentiality, GDPR, organisational and professional requirements	E	A/I
Excellent communication and engagement skills, written and oral	E	A/I
Competence in using performance dashboards, data systems and MS tools	E	A/I
Ability to build and maintain effective working relationships with commissioners, funders, colleagues, external professionals and stakeholders	E	A/I
Ability to plan, chair and/or facilitate effectively meetings, workshops and collaborative planning sessions and ensure follow up	E	A/I
Ability to prioritise, work independently and meet deadlines with minimal supervision	E	A/I
Awareness of relevant local, regional and national priorities and ability to use them to inform operational policy and practice and development of services	E	A/I
Strong report writing and presentation skills, adapting communications, updates, briefings and information etc for the intended audience	E	A/I
Knowledge of operational pressures, funding environment and governance expectations affecting small-medium sized voluntary sector organisations	E	A/I
Demonstrates sound judgement, accountability and discretion	E	A/I

Other requirements		
Resilient and adaptable, including working across sites and out of hours where required	E	A/ I
Collaborative, approachable and relationship and team-oriented	E	A/I
Ability to support the organisation in its business development and impact	E	A/I
Ability to challenge constructively and support evidence-based decision making	E	A/I
Ability to work under pressure and effectively within the voluntary sector/charity context	E	A/I
Commitment to Equality, Diversity and Inclusion, organisational and personal learning and working within EACH's values and ethics	E	A/I