



JOB DESCRIPTION

POST:	Director of Support Services
GRADE:	Band 8B
ACCOUNTABLE TO:	Trustees
RESPONSIBLE TO:	Chief Executive Officer
BASE:	Helen and Douglas House
DBS CHECK:	Enhanced & Barred

JOB SUMMARY:

To contribute fully and collaboratively as part of the Charity's Executive Team.

As a member of the Executive Team the post holder will manage, oversee and monitor the effectiveness of the following functions, estates and facilities, catering, housekeeping, Human Resource (HR) and Volunteering.

MAIN DUTIES AND RESPONSIBILITIES:

Leadership Team

To contribute to organisational governance, risk assessment, mitigation and management processes.

To understand the range of operational objectives and activities across the Directorates, and their contribution to organisational aims.

To understand the financial position of the organisation, and its context within the commissioning and fundraising economies, and how this impacts on decision-making.

To contribute to communication of strategies, policies and procedures agreed by the Executive Team to staff, volunteers, and externally.

To represent the organisation and the best interests of its service users, employees and volunteers.

As part of the Executive Team, to communicate agreed strategic priorities within the charity, and promote alignment of resources and activities to achieve outcomes i.e. to support the execution of strategy.

To be the Executive Lead for Information governance working with nominated departmental champions to ensure legal compliance.

Support Services Responsibilities

To work with the Estates Team Leader to ensure that Helen & Douglas House buildings, grounds and facilities are kept in good condition and are safe environments for children, young adults, families, volunteers, visitors and staff

To work with the Head of People Management to develop and deliver strategies that aligns with the Helen & Douglas House strategic plan.

To ensure that the Human Resources function that supports the ongoing development of a high performing flexible workforce, responsive to business needs.

To ensure that the volunteering function that supports and enhances the activities across the organisation and includes the provision of direct services to patients and their families.

With the Catering Manager and the House Keeping Team Leader take responsibility for the maintenance and provision of hotel services within Helen & Douglas House

To work with the Health and Safety Officer to ensure Helen & Douglas House complies with the relevant legislative, statutory, regulatory, quality and inspectorial requirements relating to support services.

To take devolved responsibility for the management of Health and Safety across the organisation, ensuring systems and procedures are compliant with legislation and excellent training is provided to employees

To develop effective performance measurements, including benchmarking, to ensure that the organisation's resources are effectively managed, monitored and controlled

To develop and manage collaborative partnerships with providers of services that will enhance the quality of support services provided by the directorate.

To work with all staff and volunteers, particularly direct reports, to encourage them to achieve their potential, providing support and helping to identify development opportunities.

To take the lead in the development of quality assurance practices relating to Support Services to ensure working policies and procedures that facilitate best practice within Helen & Douglas House

To take lead responsibility for the charity's Emergency Plan, its development and implementation, and to be available in the case of an emergency

Management Responsibilities

To provide day to day management of the support services directorate, through regular one-to-one meetings, team meetings, annual appraisals and other support as required

To ensure the support services directorate maximises the services of volunteers, either managing those volunteers directly or delegating their support to ensure they feel valued

Director of Support Services March 2018

Training & Development

To take a proactive role in personal training and development

Helen and Douglas House General Responsibilities:

Every employee is required to:

- Adhere to and comply with organisational policies, procedures and guidelines at all times.
- Implement Risk Management strategies (including reporting, registering risk and learning) - taking all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.
- Comply with the organisational policy on confidentiality, information governance and the Data Protection Act 1998 as amended relating to information held manually or on computerised systems.
- Respect the confidentiality of children, young adults and staff and volunteers at all times.
- Promote and protect the privacy and dignity of children and young adults at all times.
- Comply with the requirements of the organisational Safeguarding Policy, and at all times during the course of employment act in such a way as to promote the wellbeing of children and other vulnerable people.
- Be accountable and responsible for following the Health and Safety Guidelines including the House Fire Policy and all other House policies and procedures; being proactive in the identification, reporting and management of hazards.
- Ensure compliance with Care Quality Commission (CQC), organisational and local House policies and guidelines, The Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 by everyone concerned.
- To maintain current registration with your professional body (if applicable). To ensure that your statutory professional updating and educational requirements are maintained and provide proof of renewed registration when this is due. To abide by your profession's published Code of Conduct; any breach of this Code of Conduct will be regarded as a disciplinary offence.
- Helen & Douglas House is fully committed to the principles and practices of equal opportunity and diversity. It recognises that the success of a business depends on people. Capitalising on what is unique about individuals and drawing on their different perspectives and experiences will add value to the way we do business and provide care. This principle is implemented in line

with the provisions of the Equality Act 2010 which provides freedom from discrimination on the basis of 'protected characteristics', namely age, disability (which includes mental health and people diagnosed as clinically obese), race, religion or belief, sex, sexual orientation, gender reassignment (people who are having or who have had a sex change, transvestites and transgender people), marriage and civil partnership, and pregnancy and maternity.

- Implement Health and Safety regulations – through risk assessment. Maintaining a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors and themselves, reporting any accidents or faults in line with organisational policy, and fully participating in health and safety training.
- Maintain high standards of infection prevention and control practice throughout the performance of duties and in accordance with Helen and Douglas House Infection Prevention and Control Policies and Procedures.
- Comply with the requirements of the Disclosure and Barring Service Policy in relation to the undertaking of regular DBS checks, presentation of associated certificates, and immediate notification of any situation which may affect competence or professional registration.
- To promote a positive image of the House and the charity, and participate, as required, in external teaching or promotional sessions.
- Participate in personal professional training and development, appraisals and attend all relevant mandatory training courses as required.
- Take part in service or departmental evaluation as required.
- Embrace the volunteer culture which exists in the organisation

The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder. As a term of your employment you may be required to undertake such other duties, such as link roles, and/or hours of work as may reasonably be required, commensurate with your general level of responsibility with the organisation, at your initial place of work or at any other establishment.

Our working premises are no smoking areas

PERSON SPECIFICATION

Job Title: Director of Support Services

Criteria	Essential	Desirable	Assessed by		
			A/F	I/T	R
Qualifications	<p>Educated to degree level</p> <p>Post graduate management qualification (Diploma or Masters) from a university business school or equivalent.</p>	<p>Masters in Charity Leadership</p>	<p>A/F</p> <p>A/F</p> <p>A/F</p>		
Experience/ Knowledge	<p>Demonstrate substantial experience as a general business manager with responsibility for leading a multi-professional team,</p> <p>Demonstrate that she/he has been substantially involved in constructing directional/ strategic plans for organizations.</p> <p>Demonstrate that she/he has used her/his analytical and problem solving skills to successfully negotiate significant organizational issues</p> <p>Demonstrate experience in drafting complex policy documents</p> <p>Evidence of regular post-qualifying continuing professional development in business-related fields</p>		<p>A/F</p> <p>A/F</p> <p>A/F</p> <p>A/F</p> <p>A/F</p>	<p>I/T</p> <p>I/T</p>	
Skills	<p>Excellent interpersonal skills and relationship management</p> <p>Ability to communicate at all levels</p> <p>Influencing and negotiation skills</p>	<p>Familiarity with quality assurance and audit processes.</p>		<p>I/T</p> <p>I/T</p> <p>I/T</p> <p>I/T</p>	

	<p>Problem solving and decision making skills</p> <p>Ability to plan and organise time effectively</p> <p>PC literate</p> <p>Knowledge of the voluntary Sector.</p>		A/F	I/T I/T I/T I/T	
Attributes	<p>Professional, positive approach</p> <p>Dynamic, innovative and creative</p> <p>Self-Motivated</p> <p>Fully committed to the pursuit of organisational excellence.</p>	<p>Flexible and versatile approach to working arrangements.</p>		I/T I/T I/T I/T I/T	
Other	<p>Current, full driving licence. The post holder must be able to drive in order to discharge the duties of the role.</p> <p>Not on ISA Barred list from working with children/adults</p>		A/F A/F		R

Code: A/F – Application form, I/T – Interview/Test, R – References

Physical, Mental and Emotional Effort – Director of Support Services

Physical Effort

- Irregular manual handling for example at Events – setting up stands / stalls 3 times a year, or unloading cars with stock once every 2 months
- Seated at a desk (working at a PC) for 40% of the working day
- Travelling long distances (often by car) for example to H&DH shops or for meetings weekly
- Working long hours on occasions for an event (twice a year) or at busy periods to meet deadlines.

Mental Effort

- Handling complex, varied information with the requirement to concentrate on pieces of work for long periods of time (several hours)
- High levels of concentration are required for all tasks
- Interruptions are frequent (phone, e-mail or face to face)
- Multitasking is a constant requirement.

Emotional Effort

- The role requires a daily need to deal with sensitive situations (for example HR issues or speaking to guests, children or families)
- Meeting and listening to people who are themselves in a distressing situation once a month (for example when representing the charity at events or speaking to families in house).

Working Conditions

- Rarely exposed to unpleasant working conditions.

Budget and Financial Responsibility for Director of Support Services

Budget responsibility for following Cost Centre(s)	HR/VOL/CAT/DOM/H&S/FAC	
Delegated budget responsibility for following Cost Centre(s)		
	Income	Expenditure
Budget Value	£0	£830k
Financial Authority Limit	£10,000	
Organisation Credit Card Limit	£5,000	
Information Governance: Accountable Officer	Yes/ No	
Information Governance: Senior Information Risk Officer (SIRO)	Yes/ No	
Information Governance: Information Asset Owner (IAO)	Yes/ No	
Information Governance: Information Asset Administrator (IAA)	Yes/ No	