**JOB DESCRIPTION**

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| **Department** | Operational Services |
| **Job Title** | Head of Services |
| **Reports to:** | Chief Executive Officer |
| **Salary** | £35,000 - £38,000 per annum (dependent on experience) |
| **Hours** | 35 hours a week, Monday to Friday office hours but with requirement to meet the needs of the role and the service. The postholder will be required to be on call on a rota basis to be available to staff working weekends and Bank Holidays. |
| **Base** | The post is predominantly based out of the Queens Drive, Liverpool office and community centre with a requirement for travel to attend meetings, with some flexibility for home working. |

**JOB PURPOSE**

The Head of Services is a key post in the charity’s structure. The postholder will oversee and manage key operational functions, with a strong focus on contract management, team leadership, and service delivery. They will be responsible for supervising a team of managers, ensuring effective staff motivation and performance, and producing high-quality reports, presentations, and data analysis to support decision-making. The role also involves managing resources to deliver services efficiently. Experience in project management and community services is essential, ensuring that the charity’s activities remain aligned with its mission and values. As a senior leader, the postholder is expected to actively embody and promote the values of the organisation in all aspects of their work and leadership**.**

**PRINCIPAL ACCOUNTABILITIES**

**Service Delivery and Operational Oversight**

1. Oversee daily operations across services, ensuring efficient delivery, regulatory compliance, and high-quality service outcomes.
2. Implement and monitor policies and procedures to ensure consistent and effective management of service performance.
3. Manage and respond to comments and complaints from service users; lead investigations and recommend appropriate actions as needed.
4. Ensure confidentiality is maintained across all aspects of service delivery.
5. Ensure accurate, timely and effective record keeping within all operational services.

**People and Service Management**

1. Provide direct supervision to Service Managers and support the supervision of the wider Operational Service teams.
2. Set, monitor, and manage staff and service performance within agreed frameworks, supporting continuous improvement and accountability.
3. Lead and motivate teams to achieve high performance and to promote a collaborative culture; supporting staff development through effective supervision and appraisal.
4. Follow the organisation’s Safer Recruitment processes, ensuring staff appointed have the necessary qualifications, experience, and attributes for their roles.

**Project and Contract Management**

1. Lead the delivery and monitoring of funded projects using project management methodologies, managing all phases from initiation through to completion.
2. Identify and manage project risks, applying mitigation strategies to ensure objectives are met within time and budget constraints.
3. Provide effective contract management, including interpreting terms of service, tracking deliverables, and ensuring compliance with funder and commissioner requirements.
4. Contribute operational knowledge as required to support tender submissions ensuring proposals reflect service capability and ability to make the desired impact.

**Data, Reporting and Strategic Insight**

1. Prepare and submit regular, high-quality reports to the Board, commissioners, and funders.
2. Collect, analyse, and interpret key performance data to evaluate outcomes, support continuous improvement, and inform decision-making.
3. Present data and insights clearly and effectively in both written and verbal formats for a range of audiences.

**Financial and Resource Management**

1. Work with the CEO to set and monitor departmental budgets, ensuring alignment with strategic priorities and organisational financial protocols
2. Effectively manage and deploy resources to meet changing service demands safely, efficiently, within budget and within contractual requirements.

**Legal and Risk Management**

1. Take responsibility for safeguarding protocols, ensuring compliance with legal and regulatory requirements including leading the Safeguarding Sub-group.
2. Manage risk within Operational Services and contribute to the ongoing development of the organisation’s risk management strategy.
3. Ensure effective confidentiality practices are followed across all service areas.

**Professional Development**

1. Participate in continuing professional development (CPD) and ongoing training relevant to the role and the organisation’s needs including learning BSL.

**Other**

1. Collaborate effectively with internal colleagues and external partners, agencies, and organisations as required.
2. Attend and contribute to meetings as appropriate, including supervision, team, appraisal, and performance review meetings.
3. Engage in relevant training and development activities to support professional growth and role effectiveness.

This is not a definitive list of duties, and the post holder will be expected to undertake any other tasks falling within the remit of the role.

**RELATIONSHIPS**

**Supervisory responsibilities:** The post holder will directly line manage service managers across training, admin and support teams; and will also support supervision of the wider service teams.

**Accountability:** The post holder will report to the Chief Executive for instruction and guidance. The post holder will perform duties without direct supervision.

**Other Contacts:**

i) Wider Social Care and Support Team

ii) Contact with external stakeholders and third sector organisations.

iii) Adult Social Care and Local Authority commissioners across Merseyside

iv) Deaf, Deafblind and Hard of Hearing Community Groups

**Operating Environment:** The post holder will lead in the provision of quality operational services to Deaf, Deafblind and hard of hearing individuals predominantly in Merseyside and the surrounding areas.

**Framework and Boundaries:**

Health and Safety at Work Act 1974

Health and Social Care Act 2012

Care Act 2014

Mental Capacity Act 2005

Mental Health Act 1983 and amendments 2007

Data Protection Act (DPA) 2018

The General Data Protection Regulation (GDPR)

Equality Act 2010

Safeguarding Vulnerable Groups Act 2006

**All MSDP policies and procedures, codes of practice and guidance notes including:**

Health and Safety

Safeguarding policies and procedures

Finance policies and procedures.

**Person Specification**

| **Category** | **Essential Attributes** | **Desirable Attributes** | **Application/ Interview/ Presentation** |
| --- | --- | --- | --- |
| **Experience** | - Proven experience in managing operational services in health, social care or charity sectors - Strong track record in staff supervision and team leadership - Project management and delivery experience | - Experience working with or in Deaf or disability services - Experience in tender writing and funding applications  - Experience of contract management and reporting to commissioners and funders | A/I |
| **Knowledge** | - Strong understanding of safeguarding, confidentiality, and data protection (DPA, GDPR) - Knowledge of service performance frameworks and contract compliance | - Familiarity with Deaf culture and BSL - Knowledge of adult social care commissioning | A/I |
| **Skills and Abilities** | - Excellent leadership and team motivation skills - Strong communication skills, including creating reports and presentations - Ability to analyse data and derive insights - Budget and resource management skills - Strong planning, organisational and risk management skills | - Ability to use client management or data analysis software | A/I/P |
| **Personal Qualities** | - Commitment to equality, diversity, and inclusion - Ability to work independently and manage time effectively - Flexible and adaptable with a problem-solving attitude | - Willingness to learn British Sign Language (BSL) if not already proficient | A/I |
| **Other Requirements** | - Ability to travel across Merseyside and surrounding areas - Commitment to the values and mission of the organisation | - Participation in sector networks or forums | A/I |