

Job Description

JOB TITLE:	Assistant Director Service Delivery
REPORTS TO:	Director of Services and Development
SALARY:	£45,000 - £50,000 per annum
BASED:	Head Office. 472 Ballater Street Glasgow.

ORGANISATION:

The paths leading to homelessness are no less traumatic for people today than they were when we started in 1966. While the challenges people face are immense, services and options available have improved significantly.

Today we're no less committed, no less busy and no less energised in combatting the causes and the devastating effects of homelessness. In 2016 more than 36,000 people asked for help with homelessness across Scotland and many more are struggling on their own.

Our focus today is built around a strategy that aims to reach more people and provide more help. We do this by finding new ways of working, providing more accommodation options and supporting people to make changes and overcome their problems.

JOB SUMMARY:

We want to deliver services and responses that really matter to people and really make a difference. The vast majority of our funding comes from contracts allowing us to connect directly with people needing support. We want our services to excel in design, delivery and impact and we want our staff to be at the very forefront of excellent design in our services. We need a remarkable person to help us make this happen. That person needs to bring experience, success and confidence, a genuine passion for developing teams and a commitment to delivering meaningful and long term outcomes for the people we support.

You will report to the Director of Services and work in harmony with the Assistant Director for Development. Your key responsibilities of this post will be to:

1. Deliver excellent support and interventions to service users through your teams.
2. Design and redesign services that are actively person centred, redefining the relationship between service user and staff towards genuine co-production.
3. Deliver inspiring, humorous, engaging and meaningful leadership across the organisation and support, promote and enable leaders to emerge within your services.

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4. As a minimum, ensure our services are compliant with regulation, standards, compliance, risk management and legal requirements.

The post will suit someone who recognises the enormous challenges service users face and is determined to change that environment. Great services can only be delivered by great staff who in turn need to be supported by great managers and leaders. You need to believe in the best qualities of our staff and the passion and commitment they bring to the Simon Community. The values of our organisation are not rhetoric, they are important to us. We don't always get it right but we try and try again so bringing those values to life in everything we do is important to us.

If you are interested, we're looking for someone who is comfortable with detail, delegating appropriately to their team and enabling leadership to flourish at all levels. You need to be confident in making decisions and in managing complex resources. You should have enough experience to bring technical knowledge of compliance and regulation, service planning and finance as well as strategic workforce planning. You need to always have sight of service users and in bringing value to them through smart, efficient, creative, reliable, consistent and effective services.

ORGANISATIONAL POSITION:

Reports to Director of Services and Development.

KEY RESULT AREAS:

Building, leading and directing managers and teams that are continuously looking to improve, pushing the boundaries of what is possible and delivering compassionate services.

Ensuring we meet as a minimum all legal, regulatory, compliance and standards. In reality going beyond expectations.

Having the mechanisms and structures in place to develop staff. Developing leadership, succession and talent programs in your services.

Seek out appropriate validation of our progress through quality frameworks, audit systems, award programs and recognition schemes, inside and outside the organisation.

Be a leading figure in the development and success of Simon Community Scotland here in Scotland and across Europe.

Lead the management team in the recruitment, deployment and development of talented people.

Deliver services that positively change the experiences and outcomes for service users.

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Build and maintain exceptional relationships with regulators, commissioners, external bodies and partners we work with. Be supportive and enabling of others initiatives that support service users.

Actively collect and collate data throughout the services to strengthen decision making, outcomes and improvement plans through the use of good information.

Represent the very best of our values and our ambitions for service users all aspects of the role, inside and outside the organisation.

Digital Responsibilities

There are three expectations we have of you. You must:

Embrace technology in delivering your role,
Support service users to become digitally inclusive and
Play an active role in our social media strategy

Simon Community uses GSuite in our day to day work. This is a broad suite of tools that help us to communicate, collaborate and retain information. Gmail sits at the heart of the system and you'll be given a Gmail address. You will be expected to be familiar with Docs, Sheets, Hangouts, Google+ and Drive (central file system).

The majority of the people we support have little experience and knowledge of the internet and using email. You will be expected to help them connect, understand and be safe whilst promoting digital inclusion for people furthest away from the digital age.

Our Management Information system is called Netsuite. You will be trained in using Netsuite and its application.

As a charity we use various forms of social media to inform, communicate, gather support and share what we do including websites, youtube, Twitter, Facebook and Instagram. We expect everyone to share what we do through these media outlets and senior staff are expected to create blogs, videos, information pieces and news items.

This job description will be subject to review as the service develops and the postholder will be a key stakeholder in that review.

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Person Specification

Job title:

	Essential	Desirable	Proven by
Training and qualifications	Achieved or willingness to undertake strategic management/leadership training	Health or social care qualification.	Application CV
Experience	<p>At least 2 years experience in a multi-site operating environment</p> <p>Managing and leading teams. Can evidence service improvement and service user involvement initiatives.</p> <p>Has worked in or closely with the third sector.</p> <p>Experience of preparing proposals and budget, often to meet set criteria for submission to external stakeholders.</p> <p>Involvement or leading in tender submissions, contract negotiations and regulatory compliance.</p>	<p>Experience of homelessness services or/and lived experience.</p> <p>Redesign and continuous improvement initiatives</p> <p>Experience of working with service staff to identify potential new opportunities, service improvement and better outcomes.</p>	Application CV, interview and references
Knowledge and Skills	<p>Prospect research – good understanding of how to identify and qualify new approaches, evidence based practice and best practice solutions.</p> <p>Ability to précis long or complex documents.</p> <p>Provide a calm and level head, lead by example and gain the support of others.</p> <p>Strategic and operational finance</p> <p>Ability to cost up an area of programme work and create budgets for proposals, applications and reports;</p> <p>Good analytical and lateral thinking skills.</p> <p>Strong administrative, IT and organisational skills.</p>	<p>Understands the key issues facing homeless people.</p> <p>Understands the complex, challenging and competitive environment we are required to work within.</p> <p>Able to focus on detail but not micro manage.</p> <p>Good eye for presentation of written materials</p> <p>Must have good IT skills but familiar with or ready to understand Netsuite CRM and GSuite.</p>	Application CV, references, interview

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Personal	<p>Motivation to support the objectives of the Simon Community Scotland.</p> <p>Ambitious for service users and staff.</p> <p>Ability to organise, plan and prioritise own workload to meet deadlines and targets.</p> <p>Self driven, confident and able to see problems as opportunities.</p> <p>Team player and leader, ready to offer support and respond to ad hoc requests for help from colleagues,</p> <p>Methodical and detail orientated, and accurate with text and financial data</p> <p>Excellent communication and interpersonal skills</p> <p>Professional and confident approach when dealing with a wide range of people.</p> <p>Willingness to undertake travel within the UK and Europe.</p>	Able to adapt to change in the workplace	Application CV, interview

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