

JOB TITLE: Assistant Director (Development)

REPORTS TO: Director of Services and Development

SALARY: £45,000 - £50,000 per annum

BASED: Head Office. 472 Ballater Street Glasgow.

Simon Community Scotland

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, provide more help and use evidence based practice. We do this by building partnerships, 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. Our funding comes from contracts, donations and grants 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 join our team and make this a reality. That person needs to bring experience, success and confidence, a genuine passion for delivering fantastic services, by great staff in a great environment and delivering meaningful and long term outcomes for the people we support.

Led and supported by the Director of Services and working closely with your counterpart in service delivery your key responsibilities will be to:

- 1) Build and develop a culture of continuous improvement, performance measures, audit and examination and best practice in service design and delivery.
- 2) Prepare and submit contract and tendering requirements that are consistent with the mission of the organisation and our desire to combat homelessness.
- 3) Lead, manage, prepare and evaluate strategic and redesign initiatives, opportunities and projects.

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- 4) In essence create the environment within the organisation where innovation and creativity can flourish, where new ideas and measured risks are given opportunity and where genuine and long lasting positive change can be experienced by service users, our staff and our volunteers.

The post will suit someone comfortable with risk taking and uncertainty, who can see beyond the detail capturing great ideas and making them take shape. You'll be experienced in service implementation, leading change, negotiating with commissioners, audit and using information to assess, plan, implement, and evaluate performance of services.

You'll have good presentation skills, be able to write great proposals and use and see the opportunities technology can bring to organisational improvement and service outcomes. You need to do all this and form strong relationships inside and outside the organisation.

In addition to developing new initiatives and services you will directly manage and lead services through change processes and redesign.

ORGANISATIONAL POSITION:

Reports to Director of Services and Development.

KEY RESULT AREAS:

Actively connect with the external environment and networks that share evidenced based person centred practice together with organisational improvement plans.

Demonstrate leadership and vision inside and outside the organisation, being true to the values of the Simon Community and evidencing these in everything we do.

Enable the organisation to be at the very forefront of exciting, creative and innovative services that positively change lives.

Support national, UK and international initiatives bringing new concepts and ideas back to the Simon Community and Scotland.

Identify new sources of funding to resource our ambitions for service users, staff and volunteers.

Submission of service tenders and the implementation of successful outcomes within budget, timescale and delivering the commitments we've made.

Work with service managers to promote continuous improvement initiatives within their teams, share best practice and measure and communicate success.

Directly lead and manage a number of services/projects through transitions, development and redesign.

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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.

Person Specification

Job title: Assistant Director Development

	Essential	Desirable	Proven by
Training and qualifications	Educated to degree level or prepared to undertake study.	Project Management experience	Application CV
Experience	<p>Direct involvement in contract negotiations, tender development and tender interviews.</p> <p>Able to demonstrate the management of change through others and through teams.</p> <p>Demonstrate use of technology creatively to deliver efficiencies and improve effectiveness of services.</p> <p>Developed, led, managed, evaluated and budgeted new initiatives and projects.</p> <p>Can evidence management and development of services.</p>	<p>Has a solid grounding in applying for Trusts and Grants.</p> <p>Familiar with GSuite, CRM databases and maximising mobile technology.</p> <p>Has led and delivered social care tenders.</p>	Application CV, interview and references
Knowledge and Skills	<p>Good understanding of the current thinking around best practice in homelessness.</p> <p>Good grasp and experience of strategic and operational funding. Able to construct budgets. Evidence of maximising income and controlling costs.</p> <p>Demonstrate negotiation skills and persuasion in partnership working.</p> <p>Ability to précis, assess and provide recommendations on opportunities.</p> <p>Ability to identify, manage and communicate risks.</p> <p>Good analytical and lateral thinking skills.</p> <p>Strong administrative, IT and organisational skills.</p> <p>Strong IT skills with good knowledge of GSuite.</p>	<p>Knowledge of UK trust and foundation environment.</p> <p>Good written communication and report writing skills.</p> <p>Evidence of research, analytics and auditing skills.</p> <p>Understanding of key elements of project management and evaluation</p> <p>Good eye for presentation of written materials</p>	Application CV, references, interview

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<p>Personal</p>	<p>Motivation to support the objectives and values of the Simon Community Scotland and represent the best of the organisation to others.</p> <p>Ability to organise, plan and prioritise own workload to meet deadlines and targets. Able to plan strategically in moving the organisation forward.</p> <p>A leader and team player, ready to offer coaching support to colleagues and direct reports.,</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.</p> <p>See problems as opportunities, take a positive view and find engaging solutions.</p>	<p>Able to adapt to change in the workplace</p> <p>Able to take the work we do seriously but can laugh at oneself.</p> <p>Excited by change</p> <p>Make decisions quickly and communicate them confidently</p>	<p>Application CV, interview</p>
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