

June 2022

Director of Services for Shine

Job Description

Reports to:	Chief Executive
Hours:	35 hrs. 5 days a week.
Salary:	£60k per annum
Leave:	30 days plus bank holidays, and discretionary leave between Christmas and New Year.
Employer's Pension	6% employer contributions
Start Date:	As soon as possible
Location:	Hybrid with travel to Shine's Head Office Peterborough, and across England, Wales and Northern Ireland when required

The purpose of the role

- To lead on the strategic development, delivery, and sustainability of Shine's Services; and to support and champion the voice of individuals and families whose lives have been affected by spina bifida and hydrocephalus, anencephaly or encephalocele
- To lead and manage Shine's safeguarding policy, practices, and annual delivery plans to ensure our members and staff are kept safe from harm
- To be a proactive member of Shine's Senior Leadership team, supporting the CEO in the leadership and management and development of the organisation
- To manage service-related external contracts (e.g. Shine Health Delivery)

Key deliverables of the role

1. The strategic leadership, development, delivery, and sustainability of Shine's Services

- Contribute to the vision and long-term strategy for Shine's service development and delivery
- Drive the delivery of Shine's Corporate Plan service priorities through leading and managing

- Shine's Health Development team
 - Shine's Support and Development teams in England, Wales and Northern Ireland
 - Big Lottery Community Fund 'Little stars' projects
 - Pan-organisation service development initiatives and projects
 - Ensure development and implementation of high-quality organisational-wide service resources
 - Identify and support the development of existing and new areas of work/ projects to meet priorities and identify opportunities for agreements / contracts with statutory agencies and other funders to meet Shine's service needs; Work with Shine's Fundraising and Grants and Trusts teams to maximise these opportunities for funding where required.
 - Work with Shine's Marketing and Communications team to promote Shine Services, reach and impact.
- 2. Stakeholder engagement, partnerships and campaigning**
- Develop and drive the delivery of a membership engagement strategy to improve the membership journey, Shine's offer for individuals, families, and professionals, and the opportunities for members to contribute to shaping Shine's services, resources and other key campaign priorities
 - Work with the CEO to:
 - Identify members' priorities for influencing and challenging statutory service provision and implement plans for change
 - Identify and develop strategic and operational partnerships with Health, Social Care and Education statutory services, and with other charities, agencies and private organisations for the delivery of Shine's services, and/or to develop Shine's reach and influence
 - Anticipate changes in legislation, regulation and identify areas of best practice to inform Shine's future service delivery to members and other key stakeholders
 - Improve access to health services, clinics and therapists for Shine's members
- 3. Safeguarding**
- Ensure implementation of Shine's safeguarding policy and procedure; taking appropriate action to respond to issues of child and adult at risk safeguarding, and ensure that accurate and timely records are kept in relation to safeguarding and

protection issues and that these records are monitored and audited on a regular basis in accordance with Shine's retention policy

- Undertake training and development to ensure knowledge and expertise remains current and up-to-date across England, Wales and Northern Ireland
- Support Shine's staff in their knowledge and delivery of safeguarding practices in line with Shine's policy
- Share information and embed the importance of Shine's safeguarding policy and procedures with trustees, staff and volunteers
- Advise HR to ensure the procedures for recruiting and selecting staff and volunteers, including compulsory DBS/ACCESS NI disclosures when required

4. Quality assurance

- Provide leadership in the development and implementation of best practice across all areas of Shine's services, including demonstration of outcomes / impact analysis.
- Monitor and measure the impact of Shine's services through the development of effective and realistic service database, and the implementation of reporting systems and procedures for analysis of service delivery
- Produce quarterly Board reports and supporting information
- Ensure safe, effective service delivery according to organisational policies and procedure

5. People management

- Support and further develop a fully functioning Services Directorate for England, Wales and Northern Ireland that is focused on impact, outcomes and demonstrates a collaborative approach to continuous improvement
- Lead Services Managers across England, Wales and Northern and pan-organisation / project teams to plan and deliver the Shine's strategic goals and annual work plans
- Ensure priorities, objectives and accountabilities are clearly defined and understood. Assess performance against these, seeking ways to continuously improve
- Provide support and challenge to continuously improve individual staff and team performance.
- Challenge and robustly manage underperformance by implementing Shine's performance management policies.
- Identify & support specific training & development needs.

6. Finance and administration

- Set Directorate budgets with Shine's Director of Finance, and manage expenditure within budget
- Ensure all administration in relation to the lead areas of work is undertaken in a timely and effective manner, and that records are stored in accordance with policy
- Follow Shine's procedures for scrutiny and sign off of all paperwork for the team (e.g. staff expenses; annual leave; return to work, payment invoices etc..) raising challenges and concerns where appropriate.
- Act as a bank signatory reviewing and signing of payments for the organisation

7. Strategic Senior Leadership

- To be a proactive member of Shine's Senior Leadership team, supporting the CEO in the leadership and management of the organisation
- Contribute to setting the corporate direction, governance and strategy of the organisation, in particular in relation to Shine's Corporate Plan and annual business plans
- Agree organisational budgets, and contribute to the management of these budgets
- Agree priorities in line with Shine's vision and aims for services development and delivery, projects, team and individual objectives
- Identify and contribute to the management of potential areas of strategic risk
- Contribute to the strategy for staff development and training, and succession planning
- Ensure effective relations between the Services team and other teams in the organisation.
- Represent Shine to key stakeholders and events

8. Other

Any other tasks or responsibilities that are consistent with the role

Director of Services for Shine

Person specification

Experience (essential)

- At least three years' experience of working at a similar senior leadership position
- Formulating and leading successful people and organisational development strategies
- Evidence of developing and delivering successful strategic priorities
- Evidence of contribution to, and success in, strategic funding bids

Knowledge and skills (essential)

- Excellent knowledge of statutory Health and / or Social Care policies, priorities, and structures in England, Wales and Northern Ireland
- Strategic understanding and knowledge of the charity sector, its values and ethos
- Awareness of issues surrounding health, well-being and disability
- Understanding of policies and practice for safeguarding
- Strong analytical and problem-solving skills
- Excellent interpersonal and communication skills
- Statistical reporting and producing reports
- Effective management of resources to ensure best value
- Influencing and persuading skills
- Charity governance and compliance

Qualifications (Desirable)

- Degree in Health and/or Social Care or related discipline(s)
- Management Qualification - level 4 and above, or demonstration of relevant experience

Core Competencies

- Able to inspire and motivate
- Understand the bigger picture, prioritising activities to achieve results and deadlines, yet also possess the skills and willingness to work alongside others to deliver those results

- Communicate with clarity and conviction, using appropriate means to gain support, commitment and understanding
- Value responsibility and take ownership for outcomes within own areas of work and encouraging others to do the same
- Recognise the contribution of others, taking responsibility for positively managing working relationships, developing teams, and offering help and compromise where appropriate to achieve positive outcomes
- Continuously seek out opportunities to create positive change and help others in understanding change
- Ask challenging questions, solve problems, make intelligent decisions considering all relevant information and resources
- Honesty and integrity

Attitude and Personal Qualities

- Strategic, yet operational
- Self-confident, ambitious, driven, self-motivated
- Good communicator – actively listens and adapts communication style to the audience being addressed.
- Personable and friendly
- Approachable
- Team player and works collaboratively
- A commitment to the policies and aims of the charity

Other

- Willing to undertake evening and weekend work as required
- Frequent travel across England, Wales and Northern Ireland, as required

Shine is a Disability Confident employer and will offer guaranteed interviews if a disabled applicant meets the minimum criteria for the job.

For an informal discussion about the role, please email our CEO, Kate Steele, to arrange a suitable time and date.

To apply, please submit a CV and covering letter detailing your experience and suitability for the role to Laura Threadingham, Operations Manager at recruitment@shinecharity.org.uk

The deadline for applications will close at 12pm on Friday 8th July 2022 at 12pm.