



## **JOB DESCRIPTION AND PERSON SPECIFICATION**

### **GENERAL INFORMATION**

Job Title:	Service Director
Salary:	£36,876 - £40,760 pro rata
Hours:	37 hours per week
Responsible to:	Chief Executive Officer
Accountable to:	Chief Executive Officer
Base:	CFF (LE3 OPE)

### **JOB SUMMARY**

This is an interesting and wide ranging role, managing an innovative and extremely successful Charity with plenty of potential to extend and deepen its impact. You will be reporting directly to the CEO in this small friendly and dedicated team.

CFF is a growing charity with an ambitious five-year strategic plan. The Service Director will lead all our work in the areas of Fundraising, human resources, operations and compliance, and will report directly to the CEO. You will play a key role in ensuring that resources, systems and processes, people strategies and technology are aligned with and support the charity's ambitious growth plans, ensuring we are 'fit for the future'. The position requires a great range of skills and offers a wonderfully varied set of challenges.

We are looking for someone who has senior management experience and a proven track record in managing a service successfully, including managing a team, setting and meeting targets, and developing policies and procedures.

### **MAIN DUTIES AND RESPONSIBILITIES**

- Partnerships and profile: Experience in developing and managing strategic partnerships with a range of organisations.
- Strategic thinking: Ability not just to see the big picture, but to join the dots between pictures – to see how links can be made to continuously build success and achievement for CFF, our service users and the wider sector.
- Analytical: Ability to access and analyse data, and draw on your analysis, and insights from user research, to inform decision making in CFF's growth and profile, plus guide continuous improvement of our service.
- Learning: Appetite to learn new skills and ways of working, with enthusiasm to get stuck in at both strategic and Operational implementation levels.
- Collaboration: Deeply collaborative, respecting contributions of staff and volunteers, and partners.
- Charity sector experience: An understanding of the needs of the non-profit/charity sector



- Challenges: Ability to work under pressure and deal with challenges brought through managing a busy team, in order to obtain and deliver contacts in time and to a high quality.
- Transparency: The ability to communicate effectively with the CEO, Team and Commissioners, communicating successes and escalating problems in a timely manner.
- Assist the CEO to ensure that the work of CFF, including the scope of each project, covers the necessary aspects required to deliver the products or services that will lead to efficient and effective operational benefits.
- To support the CEO in ensuring the delivery team are flexible and ready to respond to new projects and development. Understand techniques to increase readiness for change, build effective working relationships and hold effective reviews.

## PERSON SPECIFICATION

### Skills, Knowledge and Experience

No.	Requirement	Weighting Essential Important Desirable	Measurement Application / Interview Test
1.	Previous senior management experience in the Charity sector. Track record of business growth and development through securing donations, commissions and grants.	Essential	Application / Interview
2.	Awareness and understanding of the political economic, social and technological landscape to plan for a wide range of eventualities in the future.	Essential	Application / Interview
3.	Identifying target markets and the techniques for addressing them	Essential	Application / Interview
4.	Applying different marketing principals in various organisational contexts	Essential	Application / Interview
5.	Excellent interpersonal and communication skills, both written and verbal.	Essential	Application / Interview
6.	Methods of research and gathering information in marketing practices.	Essential	Application / Interview
7.	High level of IM&T skills, including Microsoft Office and Adobe (i.e. Word, Excel and PowerPoint, InDesign, Photoshop) and conversant with web development, linking platforms and using database analytics to understand the market	Essential	Application / Interview

No.	Requirement	Weighting Essential Important Desirable	Measurement Application Interview Test
8.	Experience of web site development and using social media to drive business development	Essential	Application / Interview
9.	Experience of presenting high quality proposals and outcomes to senior leaders from a range of organisations	Essential	Application / Interview
10.	Experience of planning workloads, establishing priorities within timescales and budgets.	Essential	Application / Interview
11.	Having excellent organisational skills and attention to detail. Ability to produce accurate, detailed work	Essential	Application / Interview
12.	To have experience of managing and reporting on complex projects	Essential	Application / Interview
13.	To have a sound working knowledge of local authority, health and voluntary sector business activities and working practices	Essential	Application / Interview
14.	To be good at horizon scanning and predicting policy direction to spot business growth opportunities	Essential	Application / Interview

### Qualifications and Training

No.	Requirement	Weighting Essential Important Desirable	Measurement Application Interview Test
18	Significant experience (minimum 5 years) in a lead or Management and/or business development role	Essential	Supporting Evidence
19	Quality Assurance qualification (Prince 2) or similar.	Essential	Supporting Evidence
20	Academic qualification (to degree level or equivalent)	Essential	Supporting Evidence



## Attitude and Motivation

No.	Requirement	Weighting Essential Important Desirable	Measurement Application Interview Test
20	Able to demonstrate attitude and behaviours consistent with CFF's values including empower and equip others, equality and data protection.	Essential	Application / Interview
21	Ability to use own initiative, be creative and possess excellent problem solving skills.	Essential	Application / Interview
22	Positive solution focused and flexible attitude.	Essential	Application / Interview
23	A strong and inclusive team player.	Essential	Application / Interview
24	Experience of delivering change management projects and work as a catalyst for change in CFF.	Essential	Application / Interview
25	Goal orientated.	Essential	Application / Interview
26	Be prepared to build the skills of the wider workforce, through coaching and mentoring in business development.	Desirable	Application / Interview
27	Ability to work under pressure and to tight deadlines showing drive, motivation and enthusiasm.	Essential	Application / Interview
28	Commitment to the provision of a high quality service and Quality Assurance processes.	Essential	Application / Interview

Jan' 2020