**** Job Description

# Job Title Director of Community Services & Knowledge Village

**Location** Washbrook House, Manchester

**Salary** £27.48 per hour / £50,013.60 per annum

**Band**  J

**Hours per Week** 35 hours per week

**Annual Leave** 30 days plus 10 statutory holidays

**Reports to** Chief Executive

**Job Summary**

To provide strategic leadership to deliver the charitable object, through the development of

Henshaws knowledge across Greater Manchester, the UK and Worldwide to support people

living with sight loss, and other disabilities, to reduce isolation and increase independence.

**Primary objectives**

The Director of Community Services and Knowledge Village will direct Community Services

as the leading provider and partner to political, charitable, statutory health providers and

other partners. They will be responsible for increasing our charitable audience and deliver

against our tri-angle of care strategy; an alliance between service user, professional and

carer/wider support network.

They will lead on the development of Henshaws commercial offer to businesses with

responsibility for the relationship between Henshaws and product partners and will align the

KV strategy with fundraising activities in order to maximise charitable fundraised funds,

develop sustainable services and maintain a diverse income matrix.

The post holder will align the KV strategy with marketing activities to develop Henshaws

brand and to develop a marketplace for all KV products. They will co-ordinate the

Community Services and KV strategy through the development of from internal and external

research, evidence and impact measures to ensure Henshaws services support our

community.

**Specific Duties**

* To play a key role as a member of the Henshaws Senior Management Team in the strategic development of the Charity, and the lead role in the development of Community Services, Knowledge Village, ensuring that the aims and key objectives of the Charity are achieved.
* To provide leadership and guidance to the Community Services Senior Management Team ensuring physical and digital services are grown, developed and delivered in line with the vision and values of the Charity; and that potential opportunities are consistent with the Charity’s strategic direction.
* To lead on the engagement, development and management of Henshaws Community Services relationships across Health and Social Care.
* To develop and increase operational income and commercial fee-based income through the development of C2C and C2B opportunities.
* To work with partners to develop innovative solutions that makes content, products and services accessible through Henshaws Knowledge Village (e-commerce platforms).
* To work strategically with the Fundraising team to ensure that Trust and Grant applications are supported and to develop and maintain appropriate levels of income to sustain levels of operation.
* To work strategically with marketing to ensure our digital presence is maintained and e-commerce opportunities are developed.
* To ensure that the service operates on a sound financial basis and operates within appropriate budgets, financial systems, regulations and processes ensuring the Charity meet its legal, statutory and regulatory responsibilities.
* As part of Sight Loss Innovation Ltd, ensure Henshaws is a significant Charity to Business provider of accredited accessible solutions.
* To work with non-executive boards and business groups to formulate and regularly review the Community Services and Knowledge Village strategy, in line with the Charity’s overall vision, ensuring priorities, annual plans and targets are developed, implemented and monitored.
* To be responsible for staff leadership, management and administration in Community Services ensuring that all local policies are being adhered to and are continually reviewed and updated in line with current legislation and quality standards.

**Partnership Development Programme**

* To be the Area Lead with the principle aim of creating and developing a partnership that will bring organisations together and develop and new way of working to support the adult sight loss pathway.
* To work with identified local partners to generate ideas that will benefit blind and partially sighted people by increasing reach and impact, improving quality, and ending the postcode lottery of service provision.
* To work alongside partners to: identify and collate evidence to make a positive difference to blind and partially sighted people; build capacity in the local sight loss sector; standardise processes; and effectively evaluate and monitor our work.
* To manage the strategic relationship with Manchester Royal Eye Hospital and the Greater Manchester Combined Authority to support devolution.

**Director Specific Responsibilities**

* To be the Safeguarding Lead for the directorate to ensure procedures are implemented and embedded.
* To chair the regional Health and Safety Group and ensure procedures are implemented and embedded.
* To champion Henshaws values which support a positive, proactive culture, which supports a strong working environment.
* To lead on the directorates’ coproduction strategy to ensure services meet the needs of people with sight loss.
* To lead on the directorates quality assurance strategy.
* To lead on GDPR for the directorate and ensure procedures are embedded and implemented.

**Working with non-executive groups**

* To ensure appropriate presentation and reporting to the Trustee Board and Knowledge Village Strategy Group on the progress of the Service’s operations against the strategic plan and the approved budgets.
* To formulate service development and policy proposals for Board discussion and decision.
* As appropriate, to monitor and advise on the completion of the sub-groups and the process of Board self-assessment, training and development, ensuring that Board members collectively possess the qualities required to take decisions and monitor the region’s operational and financial performance.

**Promotion of the organisation**

* To develop and maintain networks with all principal supporters and stakeholders.
* To seek opportunities to expand and promote the Charity with statutory and commissioning bodies.
* To act as a spokesperson on behalf of the Charity and the Charity’s work.

**General Responsibilities**

* Attend all Henshaws mandatory and compulsory training sessions, taking responsibility to ensure training is up to date at all times.
* Take responsibility for your own personal and professional development, including CPD where appropriate.
* Facilitate training and knowledge sharing across Henshaws Society, and other providers where appropriate.
* Adhere to and support others to uphold Henshaws Values: Inspiring, Proactive, Sharing, Compassionate, Empowering, Informed
* Offer a flexible approach to working hours to meet the needs of the organisation.
* Represent Henshaws in professional manner at all times, contributing to fundraising, marketing and recruitment activities for Henshaws Society as required.
* The employee may on occasions be called upon to undertake work in other locations in order to ensure obligations to students, service users and third parties are fulfilled.
* Comply with Henshaws Health & Safety requirements and be aware of and adhere to current Henshaws policies and procedures. To provide operational Health, Safety and Wellbeing leadership across all areas of the team and wider organisation. To take action to prevent accidents, injuries and work related illness. Ensure all accidents/incidents and safeguarding concerns are recorded and managed in line with Henshaws policies and procedures.
* Any other duty as required by the line manager commensurate with the post.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the
desirable criteria to produce the shortlist.

****All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

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|  | **Criteria** | **Essential or Desirable** | **How Identified***Application form / Interview / Selection test / copy of certificates.* |
| **Skills and Experience** | A proven ability carry out strategic planning and successfully implement business plans | Essential | Application formInterview |
| Excellent written and verbal communication and presentation skills | Essential | Application formInterview |
| Outstanding management skills, with a proven ability to successfully build and motivate high performing teams | Essential | Application formInterview |
| Enhanced ability to assimilate, interpret and communicate complex information, including financial data | Essential  | Application form |
| Ability to communicate effectively with service users and to respond creatively and sympathetically to their identified needs | Essential | Application formInterview |
| Ability to build effective working relationships with a wide range of professionals and stakeholders | Essential | Application formInterview |
| A proven ability to engage with and influence health and social care organisations.  | Desirable | Interview |
| Financial acumen and previous success in managing and negotiating commercial contracts and commission rates | Essential | Application formInterview |
| A proven ability to formulate local, regional and national service strategies. | Desirable | Application form |
| **General & Specialist Knowledge** | In-depth understanding of the needs of clients with visual impairments, learning difficulties and/or other disabilities | Essential | Application formInterview |
| Prior experience of effective multi-agency partnership working  | Essential | Application formInterview |
| Experience of reviewing and up-dating policies and procedures with specific focus on vulnerable adults and children.  | Essential  | Application form Interview |
| Knowledge of specialist methods of communication, i.e. Braille, BSL, Makaton etc. | Desirable | Application formInterview |
| **Education & Training** | Educated to Degree level or equivalent in relevant subject | Essential  | Application form / Certificates |
| Management qualification or evidence of Continuing Professional Development | Desirable | Application formCertificates |
| Willingness to complete training for continued professional development | Essential | Interview |
| **Special Requirements** | Commitment to the mission and values of Henshaws  | Essential | Application formInterview |
| Enthusiasm to work with people to encourage learning and independence | Essential | Application form Interview |

**Henshaws will make every endeavor to make any reasonable adjustments for applicants who require assistance in carrying out their duties due to a disability.**

**Henshaws is committed to safeguarding vulnerable adults and children. The post holder may be required to complete an enhanced DBS disclosure check including barring lists for Adult and/or child barring services.**

**Henshaws is committed to equal opportunities and positively welcomes applications from all sections of the community.**