



## Health for All Job Information

Role Profile	
<b>Title</b>	Head of Support Services
<b>Team</b>	Core Services Team, Leeds
<b>Salary</b>	£37,500 per annum
<b>Hours</b>	35 hours per week, normally Monday to Friday but flexibility required given seniority of the post.
<b>Office base</b>	Tenants Hall Enterprise Centre, Leeds, LS10
<b>Reports to</b>	Chief Executive
<b>Responsible for</b>	Managing staff delivering; Finance, IT, HR, Health & Safety, Transport, Facilities & Community Assets
Health for All Summary	
<p>Established in 1991, Health for All is a registered charity which helps people live healthier, happier lives, creates better outcomes for children and families and reduces social isolation, building stronger communities.</p> <p>We deliver a range of innovative, entrepreneurial services and projects, including a Community Transport service, from our seven Family, Community, Enterprise and Skills centres located within the hearts of local communities in Leeds. Health for All currently has a turnover in excess of £2m with a secured increase of 30% next financial year and plans for further growth.</p> <p>Health for All has a supportive board of trustees comprising representatives with relevant local knowledge, skills and expertise. The charity currently employs 115 members of staff within services providing intensive family support; learning disabilities day provision; healthy lifestyles promotion for children, adults and families; establishing, supporting and networking community and self-help groups. We engage and serve the needs of a wide range of communities experiencing disadvantage. Each HFA service is managed by a skilled, experienced manager. The HFA Support services team has ten members.</p> <p>Head of Support Services is a new post designed to support the Chief Executive and enhance the charity's core support services which include Finance, IT, HR, Health and Safety, Transport, Facilities and Community assets. The charity's assets include a network of thriving community facilities and a fleet of community transport vehicles, comprising seven minibuses and two community cabs.</p>	

## Role Summary

The post holder will be a valued member of the charity's senior leadership team reporting directly to the CEO, playing a key role in providing leadership to develop and maintain effective relationships with all internal stakeholders.

You will work closely with the CEO and trustees to support the achievement of the charity's vision, long term strategy and strategic goals and contribute to the overall provision of core support services to meet the charity's business needs.

You will line manage four members of the Support Services team. You will support other managers of HFA services by providing coaching and mentoring in finance, business and entrepreneurial expertise, particularly in the areas of the charity's community assets. You will support the CEO and trustees in the overall financial management of the charity to enable it to maintain and strengthen its financial position.

You will contribute to the development and management of the charity's budget. You will ensure that operational decisions are made within financial and other resources available while driving a strategic, big picture thinking, entrepreneurial culture within the charity. At the heart of all decisions and initiatives will be the charity's core aims of improving the wellbeing of the most vulnerable individuals and families in the city.

## Key Accountabilities

- Deputise for the CEO when required.
- Contribute to the organisation's strategic plans, providing regular reports and updates for the CEO and Trustees when required.
- Provide effective management, coaching and support to Health for All's Finance, IT, HR, Health & Safety, Transport and Facilities staff including regular supervision, appraisals, reviewing and addressing training needs of HFA Support Services staff.
- Manage the HFA Transport Manager, providing support to develop and grow the Community Transport service ensuring its financial viability.
- Develop financial strategies for the charity to support its development ensuring financial controls and procedures are adhered to.
- Work with the CEO and managers on existing and new community assets/ premises overseeing budgets to ensure their future sustainability.
- Promote staff engagement and participation through effective communication, empowerment, support and guidance. Develop a positive, inclusive team culture and ethos based on continuous improvement and robust and consistent performance management.
- Ensure delivery of services which reflect a shared understanding of the charity's vision and mission.

## Key Tasks

- This key role is responsible and accountable to the Chief Executive Officer, leading the support services team to deliver the strategic aims of the charity.
- You will be the lead in operational risk management activities, including risk registers, financial procedures and reserves policy.
- Responsible for producing and presenting forecasting information for short term and long term strategic planning. Providing strategic financial advice to staff, trustees, CEO and other managers.
- Manage the finance team providing advice with the preparation of statutory reports, budgets, management accounts and VAT.
- Support HR, IT, Health & Safety, Community Assets and Facilities contributing to their future development.
- Support the CEO, HR and all managers to ensure the charity complies with Data Protection, Health and safety and other legislation.
- Participate in all relevant meetings for the charity.
- Maintain a high degree of confidentiality at all times.
- Undertake other duties from time to time as reasonably required by the Chief Executive.

## Role Requirements

### **Qualifications and Experience**

- Applicants will be expected to hold a business/finance qualification and have experience in a comparable role. Desirable but not essential would be an MSc, MBA, ACA, ACCA, CIMA or CIPFA qualification.
- You will have excellent experience, understanding and knowledge of financial accounting packages along with excellent working knowledge of Microsoft Office i.e. Word, Excel, PowerPoint, Outlook.
- You will require understanding and experience of budget management and leading staff delivering finance and other functions, providing leadership in financial and management reporting.
- You will have proven leadership and people-management experience and skills.
- You will be able to demonstrate an excellent eye for detail.

## Qualities we are looking for in candidates

Our ideal candidate will possess excellent financial expertise and business awareness underpinned by a formal qualification. You will be able and keen to operate and thrive in a demanding environment. In addition to proven leadership, technical skills and experience, you will have the ability to apply these skills in a dynamic Third Sector charity, displaying strong business acumen balanced by a commitment to the charity's aims. We expect the candidate to have a track record in a post with similar level of responsibilities but will consider candidates with less experience who display the strategic, entrepreneurial and big picture thinking our charity needs to meet future challenges successfully.

### Leadership Competencies

<p><b>Customer Focus</b></p>	<p><b>Building Relationships</b></p> <ul style="list-style-type: none"> <li>• Actively develop and maintain positive, effective working relationships with internal stakeholders.</li> <li>• Work collaboratively to meet customer and stakeholder needs and support frontline delivery.</li> <li>• Serve as an excellent support to the HFA CEO, colleagues and trustees, while sensitive to agenda of wide range of stakeholders.</li> </ul>
<p><b>Interpersonal Skills/Abilities</b></p>	<p><b>Enabling Others</b></p> <ul style="list-style-type: none"> <li>• Enable and empower staff, delegate effectively, develop staff's potential.</li> <li>• Value contributions of others, positive expectations of achievement, active in supporting through coaching/mentoring.</li> <li>• Motivate staff by giving genuine praise for achievements.</li> </ul> <p><b>Building a Shared Vision</b></p> <ul style="list-style-type: none"> <li>• Communicate clear strategic plan, displays and encourages strategic thinking, ability to see and communicate the 'big picture'.</li> <li>• Involve staff in 'building the vision'.</li> <li>• Effective in gaining support and buy in from others.</li> <li>• Promote open communication and co-ordination across departmental boundaries.</li> </ul>
<p><b>Personal Effectiveness/ Acting with Integrity</b></p>	<p><b>Resolving Problems</b></p> <ul style="list-style-type: none"> <li>• Demonstrate excellent judgement and ability to offer sound opinions and make decisions that contribute to high quality customer service and sustainable business progress</li> <li>• Robust analysis of problems and challenges; identify root causes and implement appropriate solutions.</li> <li>• Able to produce practical and creative solutions to issues and problems.</li> <li>• Take an overview while getting the detail right, can summarise complex issues succinctly.</li> </ul> <p><b>Resilience and Adaptability</b></p>

	<ul style="list-style-type: none"> <li>• Demonstrate strong team player able to prioritise and delegate work effectively and is resilient under pressure.</li> <li>• Demonstrate a resilient and positive outlook in a changing and challenging economic and social environment.</li> </ul> <p><b>Acting with Integrity</b></p> <ul style="list-style-type: none"> <li>• Regard values as integral/essential to the charity’s mission and mode of operation.</li> <li>• Promote the values and reputation of the organisation through personal example.</li> <li>• Involve/consult staff appropriately where decisions affect them.</li> <li>• Open to disagreement, faces and deals with conflict in a professional manner.</li> <li>• Build trust and demonstrate respect for others, showing an awareness of the impact of own behaviour and treating everyone fairly and consistently.</li> <li>• Demonstrate strong commitment to equal opportunities, promoting and celebrating diversity.</li> </ul>
<p><b>Commitment to the Organisation</b></p>	<p><b>Embracing Change / Encouraging Improvement</b></p> <ul style="list-style-type: none"> <li>• Able to demonstrate a strong commitment to the objectives and values of Health for All.</li> <li>• Open to and supportive of change and new ways of working; encourages continuous improvement.</li> <li>• Enjoy initiating improvements, dealing positively with challenges.</li> <li>• Willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload.</li> <li>• Draw together stakeholders to develop ideas for improvement.</li> <li>• Committed to continuing personal development.</li> </ul>
<p><i>The post holder is expected to work within policies and procedures of Health for All and be committed to its ethos and values. This includes promoting and demonstrating the principles of equal opportunity (including encouraging diversity and tackling discrimination) and sensitivity to the environment.</i></p>	