



Head of Service Delivery

Job title	Head of Service Delivery
Reporting to	CEO
Contract	Permanent
Hours	Full time
Salary	From £40,800
Location	Home working / London
Closing date	Midday Monday 31 January 2022

We welcome applications from people with transferrable skills and qualities, and people with diverse employment histories and personal backgrounds.

About The Advocacy Project

We help people who are marginalised or vulnerable because of their circumstances make their own choices about their lives. We support them to speak up and help improve important services we all need. We want to make sure people across all age and care groups – including learning disability and mental health – can:

- › voice their concerns
- › understand their rights
- › make effective choices about what happens in their lives

We do this through advocacy services which support people individually, and user involvement projects that help organisations improve the services they offer.

Find out more about us at www.advocacyproject.org.uk

Our vision

A world in which every person has a voice

Our mission

To enable every person to have their voice heard, uphold their rights and make choices

About the role

This role is accountable for the quality of all our advocacy services and our user involvement projects, making sure we can evidence the value of our work and show improved outcomes for service users. The post-holder leads on safeguarding for the organisation.

The post is at senior leadership team level. In common with other members of the senior leadership team, the post-holder will provide visible and accessible corporate leadership, collaborate with fellow SLT colleagues on strategy development, contribute to decisions in the best interests of the organisation, and be responsible for creating a positive working environment in which staff can do their best work.

Key responsibilities

- Upholding the quality of all our advocacy and user involvement work.
- Delivering projects and contracts to time, budget, quality and relevant key performance indicators.
- Keeping close and constructive working relationships with key stakeholders, including regular contract monitoring meetings with commissioners.
- Maintaining awareness of issues across all care groups and ages (such as mental health, learning disability, dementia, eating disorders, hoarding etc).
- Evidencing the value of our work and showing improved outcomes for service users.
- Updating our policy and practice in line with legislation and best practice.
- Scanning the strategic landscape and using this information to guide service development and delivery.
- Leading the team to produce high quality, succinct reports on activity and outcomes to key audiences including Board of Trustees and commissioners.
- Leading, managing and supervising staff.
- Presenting a visible and accessible leadership presence that supports staff based in different locations.
- Working with HR to make sure staff are appropriately skilled and actively participate in our learning & development programme (including NAQ).
- Working with the other members of the senior leadership team to create and maintain a positive working environment and supportive culture.
- Proactively championing improvement projects that arise from the results of the annual staff survey.
- Liaising with the Deputy CEO and Business Development Manager over gaps in provision, trends, and opportunities, so we can develop new services and approaches.
- Liaising with the Deputy CEO over current and future IT requirements for service delivery that help us work more effectively.

- Working with the Head of Finance and your direct reports to make sure service delivery budgets are managed effectively, and inputting to financial reports, budgets and forecasts to the board and other stakeholders.
- Working with the Head of Finance and Head of Business Development to make sure we continually refine our approach to costing our work.
- Along with other members of the Senior Leadership Team, the post-holder will:
 - provide visible and accessible corporate leadership (strategic and operational delivery)
 - contribute to decisions in the best interests of the organisation
 - make sure all work is inclusive and responsive to the needs of local communities particularly those who are marginalised and excluded; champion equality and diversity across everything we do
 - provide guidance, coaching and support to direct reports, and make sure they do the same with their staff
 - give clarity around priorities and goals
 - manage overall financial budgeting for service delivery
 - work across functions with fellow SLT colleagues to ensure effective collaboration on shared goals
 - meet reporting timescales
 - communicate operational results, emerging challenges, and key performance indicators to direct reports
 - raise awareness of The Advocacy Project by making sure we are known for the quality of our work

General responsibilities

- Participate in team meetings and training.
- Participate in personal, team and organisational development.
- Contribute to monitoring reports.
- Keep to our policies, including health & safety, and risk regulations.
- Work to our mission, vision, and values.
- Carry out other projects and tasks as needed.

Person specification

We welcome applications from people with transferrable skills and qualities, and people with diverse employment histories and personal backgrounds.

Essential:

- › Sound knowledge of statutory and non-statutory advocacy (both policy and practice), relevant legislation (including Mental Health Act, Mental Capacity Act, Care Act and Equality Act) and regulation.
- › Sound knowledge of user involvement and the principle of co-production.
- › Sound knowledge of health and social care practice and legislation.
- › Ability to combine seeing the big picture with an eye for operational detail.
- › An understanding of how to implement strategy in practice.
- › Excellent people manager.
- › Demonstrable track record in financial management.
- › Adept at making decisions about priorities given competing demands on resources.
- › Ability to focus on solutions and thrive in a busy environment.
- › Ability to work as part of a team and on your own initiative, to plan and prioritise your own workload.
- › Excellent communication and interpersonal skills (written and verbal). Effective in working with a wide variety of stakeholders ranging from trustees to service users and employees.
- › Commitment to working within The Advocacy Project code of conduct, equality and safeguarding policies.
- › Relevant professional qualification (or a commitment to attaining the NAQ module on managing advocacy services within 12 months).
- › Commitment to ongoing professional development to make sure we comply with legislative and regulatory requirements, and best practice.

Desirable knowledge, experience and qualifications:

- › In-depth knowledge of issues across all care groups and ages (such as mental health, learning disability, dementia, eating disorders, hoarding etc).
- › NAQ accredited advocate.
- › In-depth experience of championing user voice.
- › In-depth experience of successfully delivering co-production projects.

Benefits of working for us

We're committed to providing an empowering, flexible and supportive working environment for all our staff.

Our employee benefits include 30 days annual leave (including up to 3 days between Christmas and New Year), participation in a pension scheme with 6% employer contribution, access to a free confidential counselling service, and an interest-free travel/bike loan.

All our staff are supported to learn and develop in a variety of ways, including a monthly lecture series where we invite sector experts to talk to our staff on topical issues.

We are a Disability Confident and Mindful Employer.

How to apply

Upload your application via our website on www.advocacyproject.org.uk/work-for-us

Include your CV and a supporting statement explaining why you think you're the person we're looking for and how your experience meets the person specification.

It's a legal requirement that you are eligible to work in the UK for all our posts.

If you have any questions please get in touch on HR@advocacyproject.org.uk / 020 8106 0640.

An external review concluded that:

"...advocates have excellent support and training to undertake their roles" and advocates find the "lectures, internal training, team meetings and case review meetings extremely helpful"

The review also stated "managers are always accessible and there was a great deal of knowledge and experience across the teams".

**Winner of the
National Advocacy Award for Equality & Diversity (2019)**