**Head of Service Development**

**Job Description**

**Job summary and purpose**

We are seeking to employ a Head of Service Development to formulate and drive a consistent approach towards service development and contract management within the organisation. This is a senior management position and the successful applicant will work with and as required deputise for the CEO to deliver effective outcomes. This is a diverse and wide-reaching role which will provide the successful applicant with an excellent opportunity to make their mark on a growing charity.

**Overall aims**

To ensure that the organisation delivers robust and demonstrable outcomes for its clients, making the best use of the resources and opportunities available.

To provide the CEO and Trustees with the evidence-based assurance that projects are being delivered and outcomes met.

To work with Service Managers to manage the project cycle and by close liaison with delivery teams to ensure that continuous improvement is integral to our work.

**Duties**

* Working with service managers to develop and oversee action plans to ensure quality of service, continuous improvement and successful outcomes for women and young people who use the service.
* To work closely with the CEO to further partnership and business opportunities with existing and potential partners, ensuring they are fully engaged with our work to both develop and strengthen relationships.
* To actively contribute to the development of the charity and to operate as a member of the Senior Management team.
* To lead the internal implementation of individual projects and interventions in line with charity objectives.
* To lead on performance monitoring delivering outcomes through relevant line managers for performance requirements and be responsible for contract reporting and wider analysis of data.
* To take responsibility for the oversight of the end-to-end grants management process and work collaboratively with the wider team to ensure quality and impact.
* To develop service plans to meet strategic business goals. Ensure compliance with all internal and external standards.
* To uphold our quality programme and be key in supporting us to maintain compliance with external regulators, quality kite-mark initiatives and lead our internal governance to ensure that we maintain the highest quality in the service we provide.
* To be responsible for internal projects and policy development, ensuring we have processes in place which will scrutinise and maintain all that we do and be in step with national best practice.
* To work with the organisation’s Safeguarding Leads to ensure our systems are robust and in line with legislation and best practice.
* To manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.
* To produce a range of accessible materials including public-facing, board-level papers and internal documents.
* To undertake other duties as required by the CEO and deputise in the CEO’s absence.

**Accountable to:** CEO

**Based at:** The Magdalene Group, 61 King Street, Norwich, NR1 1PH.

**Hours of work:** This post can accommodate a minimum of 22.5 hours/maximum of 30 hours per week - please advise your preference. This post will involve occasional evening and weekend working.

**Salary**: £28,500 – £32,000 FTE, dependent on experience.

**Other Requirements**

* Clearance by the Disclosure and Barring Service for children and vulnerable adults.
* To undertake all relevant training appropriate to the role.
* Full clean UK driving licence. This post may involve travelling throughout the county; there may be access to the work vehicle.