**PERSON SPECIFICATION**

**JOB TITLE:** Services Delivery Lead, CACE

**REPORTS TO:** CEO

**RESPONSIBLE FOR:**

**JOB OVERVIEW:**

* To support existing projects and develop new services and ensure the efficient delivery of our full programme of services
* To work with the CEO and Director of Transformational Change to ensure that our services are agile and demonstrate impact.
* To line manage staff who deliver the services.

**PERSONAL COMPETENCIES**

* You will have experience in a leadership and management role.
* You will have proven organisation and delivery skills
* You'll bring passion for our values of putting service user’s first
* You're a highly motivated self-starter
* You will be an effective problem- solver
* You’ll be able to deliver activity at an operational level but also think strategically
* You will be experienced in ensuring effective record keeping and evaluation of services
* You are able to use IT and Microsoft packages effectively

**Key Accountabilities and Activities**

**Service Excellence**

* Deliver well run services that make a proven positive impact on participants
* Promote the aims and objectives of CACE
* Undertake such duties as may be required by the CEO and that are consistent with the overall aims of the post.

**Management of Services**

* Provide effective planning, oversight and direction to ensure our services align with our organisational vision
* Ensure robust record keeping in relation to services
* Engage with, develop and manage relationships with key stakeholders
* Leadership & line management of staff who deliver services
* Utilise problem solving skills to ensure services related issues are dealt with effectively
* Collate and analyse data which enables us to assess and evaluate the effectiveness and impact of our services.
* Ensure compliance of services with relevant legislation and guidelines.
* Responsible for developing and delivering programme delivery plans.
* Hands-on involvement in group strategic projects, ensuring services insight and knowledge is incorporated appropriately
* Work with other staff to engage service users and volunteers with activities.
* Ensure the CEO and DoTC have at their disposal sufficient information, resources, guidance, and professional advice on matters concerning services
* Identify and assess risks associated with services to ensure risk is well managed within the organisation’s risk appetite
* Contribute to the researching of potential new services

**Report Management**

* Provide regular reports on service delivery
* Write/ contribute to evaluation reports

**Relationship Management**

* Develop effective relationships with key stakeholders (internal and external) to ensure a high level of service is maintained
* Develop a strong working network across a variety of audiences to promote the work of CACE and to ensure that services are informed by good practice and learning.
* Contribute to building positive relationships with funders and donors where appropriate