



**A LIFETIME OF
EQUALITY
RESPECT
AND
LOVE
FOR CARE EXPERIENCED PEOPLE**

Job Specification

Post Title:	Interim Director of Corporate Services
Salary range	SCP 5.0 to 5.5 £45,696 to £57,120
Hours of work	35 hours per week
Area	Senior Management Team Maternity Cover for up to 12 months
Base location	Flexible, Scottish Wide coverage with travel required Home based in the first instance
Responsible to	Chief Executive
Last Update	January 2021

Introduction

Who Cares? Scotland is Scotland's only national independent, representative organisation for Care Experienced people. We represent Care Experienced people through independent advocacy, membership and influencing work. Our vision is of a lifetime of equality, respect and love for Care Experienced people. We are a membership organisation that represents children, young people and adults who have experience of the care system in Scotland. We work in partnership with the Care Experienced population to achieve equality with and for them.

Purpose of the post

As a key member of the Senior Management team, the role will support the Chief Executive in the implementation of our current strategic plan (2018-2022) and oversee a directorate with responsibility for Corporate Services. This role will have strategic responsibility for overseeing a team of diverse specialisms in the areas of Governance, Human Resources, Workforce Development, Fundraising, Business Support, Communications and our Helpline and employability activity. The post holder will work with one other National Director who

oversees our Independent Influencing and Representation activity and two Directors who oversee our Advocacy, Participation and Membership Services across Scottish Local Authority Areas.

Main Duties and Responsibilities

1. Strategic management of stakeholder communications (internal and external) and Who Cares? Scotland's brand and organisational identity.
2. Oversight of Who Cares? Scotland Board and Committee liaisons, governance processes and charity regulators in partnership with the Chief Executive.
3. Direct and hold responsibility for the success of the fundraising strategy and associated pipeline for 2021 and beyond, working in partnership with the Chief Executive and Senior Management peers to achieve this.
4. Strategic liaison with funding stakeholders and responsibility for overseeing Who Cares? Scotland's Financial Performance Reporting to Funders.
5. Lead the organisation's Business Support and Communications function, ensuring that the tools and resources available are supporting the workforce across Scotland and are adequately enabling our programmes to be implemented safely, communicated confidently and with success.
6. Ensure that the workforce is supported to secure exceptional relationships, representation of and successful outcomes for Care Experienced people via an accessible and understood Human Resources function which implements processes, policies and plans with its workforce at the heart.
7. Lead the GDPR, Data Protection policies and procedures, and adherence to the associated quality standards across the organisation in conjunction with SMT colleagues.
8. Oversight of organisation's Lifelong Opportunities team, in delivering and promoting our Helpline offer and our employability support, for Care Experienced people across Scotland
9. Development of partnerships with public, private and Third Sector bodies to help support delivery of Helpline and employability support.
10. Support the delivery of competitive tenders for Local Authority, Central Government, and private sector contracts.
11. Promote Who Cares? Scotland's brand and image, generating positive publicity and raising the organisation's profile.
12. Be an ambassador for Who Cares? Scotland by upholding the staff code of conduct, adhering to policies and procedures and promoting values at all times.
13. Carry out any other duties commensurate with the post as agreed with the Chief Executive.

Communication

The post holder will have key contacts with:

- SMT colleagues
- Leadership colleagues
- Board of Directors
- Scottish Government.
- Charity Regulators
- Other Statutory and Voluntary Organisations.
- Appropriate funding bodies
- Donors and supporters in the community
- Corporate organisations and high net-worth individuals

Teamwork is important to the smooth running of the organisation and all team members are required to play an active part. This is especially important at SMT level and the post holder is expected to work in partnership and flexibly with colleagues, minimising the risks of silo working.

Working environment

The location of the postholder is flexible. We have office locations in Glasgow, Bellshill, Edinburgh, Dundee and Inverness. There would be an expectation that the post holder has a regular presence within the National Office in Glasgow. Evening and weekend work, including overnight stays at residential events is a requirement of the role.

The postholder will be based mainly from home in the first instance due to the restrictions in place for COVID-19.

Attitudes and values

Commitment to:

- Human rights
- Working inclusively with an understanding of equal opportunities practices
- Belief that young people can make transformative change happen in their lives if given the opportunity.
- Working in partnership with Care Experienced people, empowering them to make decisions about their own lives
- Developing best practice through regular supervision and training opportunities
- Inter-agency, inter-disciplinary working to improve outcomes for children and young people.

Essential knowledge, skills and experience

Qualifications:

- A degree level qualification, or equivalent work experience

Knowledge:

Demonstrable knowledge and experience of:

- Fundraising, including working to financial targets
- Charity regulation and legal contexts
- Corporate Communications.
- The issues affecting young people who are looked after away from home
- Children's rights
- Current policy and practice in relation to children and young people
- Governance issues working with a voluntary Board of Directors

Skills and Competencies:

- Creativity, imagination and an entrepreneurial attitude towards fundraising
- A proactive attitude, drive and enthusiasm to carry out projects to conclusion, along with a willingness to carry out a range of administrative tasks as required
- Ability to influence others utilising excellent oral and written communication and negotiation skills
- Ability to manage flexible teams of staff to achieve challenging delivery objectives
- Ability to devise and control realistic budgets and keep track of income and expenditure
- Ability to produce accurate financial claims for complex programmes of work
- Ability to work under pressure and manage your time and workload effectively to meet deadlines
- Resilience, particularly when faced with setbacks
- Ability to form positive relationships with a wide range of individuals, particularly children and young people
- Be sensitive to and balance the needs of care experienced people, volunteers, funders and donors
- Ability to motivate others, work collaboratively as part of a team and on own initiative
- Ability to work some evenings and weekends, with possible overnight stays

Experience of:

- Working at a senior level in an organisation or service in the voluntary sector
- Experience of developing and implementing Fundraising strategies
- Experience of meeting financial targets in excess of £500k per annum
- Experience of managing and reporting on multiple budgets with a combined minimum value of £5million
- Leading in the tendering process in relation to Local Authority, Central Government, and private sector funding streams and contracts
- Experience of managing, monitoring and where necessary revising complex projects and work streams to meet objectives
- Proven experience of successfully leading on the development of strategy plans
- Experience of being accountable to funders, boards and other stakeholders for the delivery of complex pieces of work including reporting on progress, performance monitoring and evaluation

We particularly welcome applications from people with experience of the care system who meet the criteria for the post.