Job title Head of Information and Support Services

Salary SCVO Grade 9 (£54,237 - £60,263)

Location Hybrid working, with the option of an office base in Edinburgh, Glasgow or Inverness

1. Purpose and values

The Scottish Council for Voluntary Organisations (SCVO) is the national membership organisation for the voluntary sector. Our mission is to champion the role of voluntary organisations in building a flourishing society and support them to do work that has a positive impact.

We're passionate about what the voluntary sector can achieve. Along with our community of 4,000 members and supporters, we believe that a thriving voluntary sector should be at the heart of a successful, fair and inclusive Scotland.

Our [strategic aims](https://scvo.scot/about/work/strategy) are to:

* Be an authoritative voice for the voluntary sector
* Support a diverse sector
* Perform well to deliver success

Our values are the foundation of how we act individually and collectively as SCVO staff members. We are: accountable and committed, responsive, supportive, progressive and bold.

Equality, diversity, and inclusion at SCVO

SCVO is committed to building a workforce of people from a wide range of backgrounds, perspectives, and experiences. That means a workforce that includes people of different age groups, socio-economic backgrounds, faith and beliefs. People who are trans, disabled, from minority ethnic backgrounds. People who identify as lesbian, gay, or bisexual or another sexual orientation.

We welcome applications from individuals from all communities particularly from people with disabilities and people from ethnic minority backgrounds, currently under-represented within SCVO.

We share our interview questions in advance of interview, and we offer blended and flexible working from day one of employment, including part-time working and working from home, as well as other flexible working options.

If you would like a copy of SCVO’s equality, diversity and inclusion policy, please contact [hr@scvo.scot](mailto:hr@scvo.scot).

1. Job purpose

This role is focused on how we deliver our strategic objective to support a diverse sector.

The Head of Information and Support Services will build confidence and capability in the voluntary sector by leading the services which provide integrated information and support across multiple channels (online, telephone and face-to-face).

The post will have specific responsibility for management and development of:

* Our information services, including our topic expertise areas: governance, organisation management, funding and digital evolution
* Events & training
* Externally funded projects to support the sector, including [Growing Climate Confidence](https://climateconfident.scot/) and [Village and Community Halls](https://scvo.scot/support/village-community-halls)
* Intermediary relationships, including the provision of services to TSIs and Volunteer Scotland (Milo and the Saltire Awards)

Short-term priorities include reviewing our training offer and expanding our funding support to the sector, building on the success of [Funding Scotland](https://funding.scot/).

1. Values, skills, experience and knowledge

The post holder will be expected to demonstrate the following range of skills, experience and knowledge on a regular basis:

**Essential**

* An excellent understanding of the voluntary sector in Scotland, and the key challenges facing the sector
* Extensive experience of designing, developing and managing information, advice, training or other support services for people and/or organisations
* Extensive experience of strategic engagement and relationship management
* A track record in securing funding for projects and programmes
* Strategic thinking with the ability to focus on both process and outcomes
* Excellent people management skills – including coaching and mentoring approaches
* Ability to manage a multidisciplinary team
* A proven ability to influence internal and external change
* Ability to uphold our values and principles, contributing to an inclusive working environment, striving for environmental sustainability
* Commitment to SCVO’s [service charter](https://scvo.scot/about/work/service-charter)

**Desirable**

* Strong understanding of digital evolution
* Experience of managing marketing campaigns
* Skills in service design, research and/or evaluation

1. Key accountabilities

The Head of Information and Support Services will:

* Lead the development of the vision and deliver the plan for increasing our impact on building confidence and capability in the voluntary sector.
* Lead the teams responsible for specific areas of topics expertise, including:
  + Governance and management
  + Funding
  + Digital evolution
  + Growing Climate Confidence
* Manage the events and training team, including lead responsibility for our flagship events (The Gathering and Charity Awards) and review of our training offer.
* Lead the development of Funding Scotland into a more comprehensive funding support service
* Manage relationships with existing funders for support services projects and activities.
* Plan and develop new activities, securing funding for service development.
* Analyse the effectiveness and impact of support services and strive for continuous improvement, including overseeing monitoring, evaluation and process improvement.
* Lead internal work to improve the consistency of our customer service approach across all of SCVO’s activities.
* Ensure our support services deliver added value for members.

* Lead our relationship and partnerships with Scotland’s other third sector intermediaries. This includes responsibility for the shared infrastructure we provide to TSIs and Volunteer Scotland through Milo and the Saltire Awards.

In addition to the duties specific to this role, all Heads of Department are expected to:

* Play an active part in the SCVO operational management team, ensuring collective ownership and a collegiate approach.
* Plan and oversee the budget for their areas of functional responsibility.
* Generate income appropriate to their services (e.g. developing funding proposals).
* Manage key stakeholder relationships, including senior government officials and politicians.
* Demonstrate commitment to empowering colleagues, collegiate working and constructive challenge across the organisation.
* Consistently demonstrate SCVO’s values in action and challenge others to do the same.
* Champion culture change and model the desired behaviours across the organisation.
* Ensure good staff management practices are in place, including appraisal and staff development. This involves addressing issues as they arise and having honest and meaningful conversations to manage expectations, clarify objectives and provide regular feedback. In addition, to spot and develop potential through coaching and mentoring of colleagues.
* Any other general duties as may be required by the line manager.

1. Location and accountability

This post can be based in Edinburgh, Glasgow or Inverness. SCVO has a Blended Working policy.  All staff have an assigned office base and can work a blend of office and home on agreement with their team and line manager, and within our Blended Working parameters.  See our Blended Working Policy for more information.

The post holder reports to David McNeill, Strategic Director of Development.

1. Further Information

For further information please contact [david.mcneill@scvo.scot](mailto:david.mcneill@scvo.scot)

1. To apply

Please e-mail your application to [recruitment@scvo.scot](mailto:recruitment@scvo.scot) by 12 noon on the closing date.

Closing date: Monday 18November 2024 (12 noon)

Interviews: Friday 29 November 2024

1. SCVO salary scale

SCVO’s salary scale has six increments. Appointments are made on the 1st increment. Staff move up an increment on an annual basis (unless you are involved in formal disciplinary or performance management proceedings).

9. Major terms and conditions

A full package of terms and conditions is available. Key features include:

Salary: SCVO Grade 9 (£54,237 - £60,263)

Annual leave: 33 days plus 6 public holidays

Pension: SCVO offers a Defined Contribution Pension Scheme   
to its staff. Employee contributions are 6% or 3%, SCVO contributes 9% or 4.5%. A salary exchange option is available.

Probationary period: 6 months

Hours: 35 hours per week (flexible working options are available including part-time hours and home working).

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