



Job Description

Job Title:	Head of Services
Hours:	F/T 35 hours per week
Salary:	£40,826 - £46,523
Reports to:	Chief Executive Officer
Location:	Hybrid working from Hamilton office and from home

COVEY's Mission, Values and Outcomes

Mission:

To support children, young people, and families to become more resilient, safe, and better equipped to reach their full potential. We achieve this through 1-1 and group-based befriending, mentoring, and family support across Lanarkshire.

Values:

- **Commitment:** Positive attitude, reliable, and consistent
- **Openness:** Sharing information confidently and proactively
- **Respect:** Accepting differing viewpoints, non-judgemental
- **Innovation:** Embracing change, solution-focused
- **Passion:** Belief in our mission, inspiring others positively

Outcomes:

We support children, young people and families to work towards:

- Improving health and wellbeing
- Increasing confidence
- Strengthening connections and reducing isolation
- Improving attainment and positive destinations
- Improving financial capability and wellbeing

The role

As the Head of Services, you will play a key leadership role in ensuring the effective strategic and operational delivery of COVEY's befriending, mentoring, and family support services. You will lead and inspire a dynamic team to deliver high-quality, integrated and impactful services that are responsive to the needs of children, young people, and families. Your leadership will be critical in ensuring COVEY delivers on its mission and outcomes. You will oversee the development of participant support models, help cultivate strategic partnerships with statutory and third-sector organisations, and ensure services meet the objectives/targets outlined within grant or tender agreements.

Key Responsibilities

Strategic and Operational Leadership:

- Lead the operational delivery of services, inspiring and motivating a team of service managers to achieve high standards of service provision, with a focus on continuous improvement.
- Align the team's work with COVEY's mission, values, and strategic objectives.
- Regularly assess training needs, and work with Service Managers to create professional development opportunities.
- Promote a positive organisational culture, fostering staff motivation, engagement, and retention.
- Contribute as a key member of the Senior Leadership Team (SLT) towards the development and delivery of COVEY's strategic and operational plans.

Service Integration & Development:

- Ensure our services are integrated so that children, young people and families supported through our befriending/mentoring service can be referred into our family support service and vice versa, maximising staff and volunteering resources to offer the right support at the right time to participants.
- Oversee the monitoring, evaluation, and improvement of COVEY's participant support models and outcomes, consulting regularly with service users, staff, and stakeholders.

Funding, Finance and Resource Management:

- Work closely with the Head of Income Generation to meet service delivery targets outlined in grant and tender agreements.
- Contribute to tendering, re-tendering, framework opportunities and grant applications.
- Collaborate with the Financial Controller to monitor service budgets and ensure cost-effective service delivery.
- Efficiently allocate and manage staff and volunteer resources to achieve targets while managing quality.

Stakeholder & Partnership Engagement:

- Build and maintain strong relationships with statutory and third sector organisations to improve outcomes for participants during and transitioning from COVEY support.
- Represent COVEY at external meetings, forums, and strategic groups, ensuring the voices of children, young people, and families are heard.
- Identify and explore opportunities for new partnerships, funding, and collaborations to expand and enhance service delivery.

Compliance & Safeguarding:

- Ensure compliance with relevant policies, procedures, and regulatory requirements, keeping processes and training up to date.
- Lead the management of safeguarding and risk assessment protocols, ensuring adherence to safeguarding policies and procedures by all staff and volunteers.
- Hold overall responsibility for ensuring the safety and wellbeing of staff, volunteers, and participants within COVEY's service delivery.

Impact Reporting & Communication:

- Prepare reports for the CEO, Board of Trustees, and funders, providing updates on service performance, progress, and impact.
- Ensure that service outcomes are communicated effectively to stakeholders, highlighting the impact of COVEY's work on children, young people, and families
- Leverage participant case studies, feedback, and testimonials to support fundraising, awareness-raising, and promotional activities.

Other Duties:

- Carry out any other duties reasonably required by the role.
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Person Specification**Education and Qualifications:**

- Educated to degree level in Health and Social Care, Youth Work, Community Development, or a related field. Relevant experience in lieu of formal qualifications will also be considered.

Skills and Experience:

- Extensive experience within service delivery roles in the third sector or public sector.
- Proven track record of managing and developing services, including service planning, delivery, and evaluation.
- Strong experience in meeting and exceeding service targets and preparing reports for funders.
- Experience in identifying and driving service innovation, process improvements, and efficiency enhancements.
- Proven ability to inspire and motivate a diverse team, fostering a culture of continuous improvement and professional development.
- Flexible, innovative, and solution-focused approach to leadership and service delivery.
- A deep understanding of the needs of vulnerable children, young people, and families.
- Significant experience managing safeguarding protocols, including Child Protection, Adult Protection, and Health & Safety.
- Experience managing service budgets and financial reporting.
- Excellent communication and interpersonal skills, with the ability to build effective relationships with a wide range of stakeholders.
- Ability to represent the organisation at external forums and foster strong relationships with partners in statutory and third sector organisations.
- Ability to work under pressure, manage competing demands, and prioritise tasks effectively.
- Knowledge of data protection laws and GDPR compliance.
- Strong administrative skills, including proficient use of office software.
- Strong problem-solving and decision-making skills, with a proactive approach to overcoming challenges.
- Excellent organisational skills, with a strong ability to manage multiple projects simultaneously and meet deadlines.

This job description may be subject to review following discussion with the post holder and line manager. The duties and responsibilities of the post will be undertaken in accordance with COVEY's policies and procedures.