

# Job Description

## Job Title: Assistant Director – Services and Business Development

**Salary: £50,000 pa initially, moving to £52,000 on successful completion of 3 months probationary period.**

**Hours: 37.5 hours per week**

**Benefits: Nest pension & Medicash wellbeing support**

## Location: Northwest based. Hybrid role, blend of home working & location based when required

POPS is a Charity, set up in 1988 by families who were supporting a loved one through a custodial sentence. Since that time, we have grown to employ over a hundred staff, across 16 geographical locations, predominantly in the Northwest of England and has developed an excellent reputation locally and nationally for the provision of quality services for families who engage with the Justice system.

POPS’ core business team supports the delivery of services and have been influential in contributing to Justice policy both locally and nationally. We are now looking to add to the Executive Team to contribute to the future proofing of the organisation to respond to new opportunities in a changing Justice landscape**.**

## MISSION

To provide the support families identify they need and promote the changes required to enable children and families of those in the justice system to cope better and to thrive.

## VALUES

* To be supportive and non-judgemental in our approach.
* To listen and act upon the experiences families share with us.
* To encourage active participation amongst the families we support.
* To value the benefits of robust partnerships.
* To acknowledge and embrace the principles of diversity and inclusion throughout the organisation.

**POPS values the core principles of diversity and inclusion. We welcome and encourage job applications from people from diverse backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic candidates.**

## PURPOSE OF THE POST

The purpose of the post is to work closely with POPS’ Director, to ensure the quality and compliant delivery of POPS’ service located currently across Northwest, Yorkshire, Leicester and Bristol. You will drive forward POPS strategic and development plans to ensure the organisations’ future growth both locally and nationally.

The post will have significant responsibilities to ensure successful operational delivery and compliance of all POPS’ Services and commissioned projects and have a key role supporting the development of new business and engaging in newly identified commissioning opportunities.

The role requires strong leadership, resilience and creativity with the capacity to manage performance; develop and motivate staff teams; ensure contractual compliance; innovate and implement service delivery; develop and maintain productive strategic partnerships and to ensure quality and future growth of POPS’ services and the organisation.

**MAIN TASKS**

### STRATEGY

* Work closely with POPS’ Director to meet organisational objectives and aims within the strategic plan
* Develop national, regional and local partnership to enable POPS to fulfil its mission and strategic plan
* Oversee development of ideas and implementation of required interventions to ensure future organisational growth
* Provide comprehensive reports to ensure that POPS’ Director and Board of Trustees are provided oversight of governance; quality assurance; performance against set KPI’s; future planning, fundraising and new business development.

### OPERATIONS

* Directly line manage POPS’ three Operations Managers
* Ensure high performance standards and production of quality outcomes, ensuring contractual KPI’s are met
* Work closely with Assistant Director for Core Business functions to ensure services are delivered within legislative and financial requirements
* Work with Operations managers to ensure contractual compliance: ensure that appropriate targets and monitored and achieved.
* Support the recruitment and development of staff
* Work effectively with all colleagues to achieve agreed goals and respond to challenges in a timely and constructive way.
* Maintain good financial discipline, manage multiple funding streams; ensure organisational financial probity by implementing and developing appropriate financial controls and systems.
* Maintain and develop measurement and metrics to evaluate service delivery and demonstrate impact
* Produce Business Continuity and Risk Management plans and review on quarterly basis to Identify risks to services delivery, contractual compliance, staff competency, and develop solutions to mitigate against such risk.
* Attend and host internal and external meetings
* Produce reports to meet internal and external deadlines
* Ensure POPS’ Policies and procedures are implemented and fully complied with

### BUSINESS DEVELOPMENT

* Directly line manage POPS’ Bid Manager
* Scan the landscape to maximise opportunities and support sustainable growth.
* Maintain positive and productive working relationships with current and future commissioner agencies. Maintain and develop strong partnerships with a range of national, regional and local agencies and develop collaborative working practices
* Attend Market engagement and stakeholder events
* Support bid writing process to meet commissioning deadlines
* Ensure the involvement of service user voice in all aspects of POPS service delivery and development.
* Develop a culture of imaginative thinking to generate and listen to ideas from all stakeholders.

### GENERAL

* Uphold POPS’ values
* Promote equality, diversity and inclusion across the organisation and service delivery
* Maintain awareness of changes in the external commissioning and political landscapes which may impact and influence the criminal justice and the voluntary sectors
* Attend POPS’ quarterly Trustee Meetings
* Work flexibly: travel, evening working and overnight stay away from home to attend meetings and events may be required
* Carry out additional relevant tasks as assigned by POPS Director



# Person Specification

The following are the minimum essential criteria, which will be used to assess your application form. Please ensure that you cover the criteria in your answers, including all your experience both paid and unpaid.

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| **Criteria**  | **Description**  | **Value**  |
|  **QUALIFICATION**   | Degree or equivalent in Business Management, or relevant work experience at Executive Management Level    |  Essential  |
|  **EXPERIENCE**  |  Demonstrative experience of strong and effective leadership operating at executive management level within an organisation  Experience of managing across multiple projects/ services  Successful track record of contract management, meeting contractual compliance requirements and KPI’s  Experience of managing; developing and motivating staff teams  Track record of establishing and maintaining strategic Partnerships and collaborations  Experience of collating data and producing comprehensive statistical and narrative reports  Experience of bid writing  Experience of maintaining excellent financial discipline with accountability for budget management, financial controls and systems.  Experience of planning and managing time and resources to achieve organisational stability; high-quality services delivery and outcomes.  Experience of identifying organisational risks and developing solutions to mitigate.  Experience of producing statistical and narrative reports to meet deadlines   |  Essential    Essential  Essential   Essential   Essential   Essential   Essential  Essential    Essential    Essential   Essential    |

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|  | Experience and knowledge of public sector commissioning practices  Knowledge of or experience of working within the Criminal Justice System  Knowledge of, or experience of working in the voluntary sector   | Desirable   Desirable   Desirable  |
|  **SKILLS AND** **ABILITIES**  | Ability to lead and communicate with clarity, confidence and enthusiasm  Ability to lead, motivate, inspire and empower others  Ability to delegate with authority and support others in decision making and implementing actions/ assigned tasks  Able to work collaboratively, building supportive relationships with colleagues and external stakeholders and partners.  Ability to focus on achieving organisational and operational goals and deliver value for money. Create a culture of innovation, allowing people to flourish and progress.  Ability to priorities workload and meet deadlines  Excellent writing skills, ability to produce comprehensive statistical and narrative reports  Understanding of the needs of families impacted by the criminal justice system  | Essential   Essential  Essential   Essential    Essential   Essential   Essential  Essential   Desirable   |
|  **WORK RELATED** **CIRCUMSTANCES**  | ICT literate, able to use Microsoft office applications   Able to travel, including overnight stays away from home when required  Full driving license and access to a car  Demonstrate commitment to promoting Equality, Diversity and Inclusion at all times.  Willing to undertake training and personal development activities  Uphold the POPS’ values   | Essential  Essential   Essential  Essential   Essential   Essential  |
|  **PERSONAL** **QUALITIES**  | Methodical, analytical and accurate.  Positive and motivational, able to motivate others   | Essential  Essential  |
|  | Passionate and enthusiastic.  Operate with integrity and inclusivity  Resilient and solution focused, dealing with challenges in a responsive and constructive way.  Have the confidence to challenge assumptions. Adaptable and able to respond positively within a fastchanging environment.    |  Essential  Essential   Essential   Essential  Essential  |