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**Job Description and Person Specification**

**Job Title: Deputy CEO (Health & Wellbeing Services)**

**Reports to:** Chief Executive Officer

**Hours:** Part time 25 hours per week

**Salary** £38,648 FTE (NJC Scale 34) per annum pro rata

**Location:** Hybrid working – Exeter office / home based

**Contract term:** Permanent Contract

**Period of Notice** One month

**Context:**

Our vision is of a fully informed, accessible and inclusive society in which every individual has the choice and opportunity to achieve their full potential and take part as an equal and valued citizen. We strive to be user-led in all that we do, enabling disabled and Deaf people to influence and manage our full range of operations.

The purpose of this role is to support the CEO and lead on a variety of operational duties embedding our Integrated Care Projects (ICP’s) development work and to lead delivery on specific projects. The post-holder will work with the CEO and Project Leads to secure further funding to expand our ICP portfolio.

We are seeking a Senior Manager with a demonstrable track record of high-quality operational delivery for a portfolio of projects together with a solid understanding of General Data Protection Regulation (GDPR) requirements. You will be interested in driving stakeholder engagement and partnerships through innovation and creativity to increase impact and reach.

The role will include;

* Working closely with the CEO, Executive Team and Trustees to execute the organisational strategy, raise brand awareness and drive stakeholder engagement;
* Line managing Project Managers supporting them in the delivery of a range of projects;
* Operational support for the CEO;
* Data Protection Officer for the Charity;
* Networking with partner organisations.
* Active member of the Executive Team.

And requires;

* Flexibility and commitment;
* Genuine interest in disabled and Deaf people and partner organisations;
* Understanding of the values of the charitable sector.

This post would suit an ambitious individual looking to take their success and personal growth to the next level or a more experienced senior level leader looking for an opportunity to create and develop a meaningful legacy with high social impact. The successful candidate will be required to work flexibly and to complete an enhanced DBS check as they will be working with vulnerable adults. Use of a car is essential.

**Organisational Structure**

Chief Executive Officer (37 hpw)

Finance Manager

(32 hpw)

Deputy CEO –

Advocacy & Safeguarding

(25 hpw)

**Deputy CEO,**

**Health & Wellbeing Services**

**(25 hpw)**

Research, Impact and Performance Manager

Engagement Services,

Time To Talk,

Home from Hospital Project,

Waiting Well services,

Wellbeing Service,

Data Protection Lead.

Business Services Manager,

Head of Fundraising,

Charity Hub Lead,

LOD Advocacy Mgr, Executive PA,

Health and Safety and Governance Lead

FinanceOfficer

CMSW,

Deaf Led Services,

Deaf Get Active and Volunteer,

Access Auditing.

Devon Advocacy Consortium,

SPOC team,

Counselling,

Victim Support Services**,** Safeguarding lead.

**Key Tasks**

**1 Senior Operational Leadership**

As a member of the Executive Team, to support the CEO in establishing and delivering the organisation’s vision and values and ensuring its priorities are user-led. In particular, to lead the organisation’s aspiration to become an integral and essential part of Devon’s Integrated Care System.

To work effectively with the CEO, Deputy CEO and Finance Manager, ensuring they receive appropriate advice and information on all matters relevant to the discharge of its service / project delivery responsibilities and new business opportunities.

In conjunction with the CEO, Deputy CEO and Finance Manager, to develop Operational proposals for the Executive Team to enable informed decisions to be taken in relation to service user involvement, GDPR practice, leadership, management and staffing.

To deputise for the CEO as required, to develop positive relationships with key stakeholders at national, regional and local level including Commissioners, providers, funders and other influencers.

To work closely with the CEO to identify shared research and development opportunities to enable and expand new service delivery through creativity and innovation

To lead UK GDPR compliance requirements in accordance with Living Options’ Devon’s digital strategy.

**2 Operational Delivery**

To deliver a portfolio of new and existing projects so Living Options Devon is positioned as a truly integrated and essential part of the health and social care delivery options across Devon, Plymouth and Torbay.

To ensure the effective and user-led delivery of projects and services, ensuring they meet budgetary and legal requirements for the benefit of disabled and Deaf people.

To ensure organisational performance is measured against annual plans, targets and budgets, reporting progress to the Board.

To provide organisational-wide leadership for Data Protection and UK GDPR issues across LOD. To act as the first point of call for any Data Protection enquiries and reporting to the Information Commission (ICO) as necessary, arranging regular training to staff and ensuring this is included in new employee inductions.

**3 Quality Improvement**

To ensure all services are developed, managed and evaluated in accordance with internal and external Quality Frameworks, using the relevant specifications, tools and legislation, in collaboration with the Research, Evaluation and Performance Management Lead and Project Leads as appropriate.

In close liaison with our Disability and Access champions, to promote user involvement in the planning, delivery and review of all activity within the organisation by ensuring appropriate user involvement is at the core of all activity.

**4 Other duties**

To attend Trustee board meetings and present reports as requested by the CEO.

To chair and/or participate in CCG, DCC, Torbay Council, Plymouth CC, other external stakeholders, project lead, staff and team and other meetings as required.

To attend appropriate training courses as identified.

To lead and participate in regular work appraisals and any other support systems as appropriate.

**NB** The above list is indicative and not exhaustive. The post-holder is expected to carry out all such additional duties as are reasonably commensurate with the role.

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| **Person Specification** | **Essential** | **Desirable** |
| **Knowledge and Qualifications** | | |
| Educated to degree level or equivalent experience. |  |  |
| Proven understanding of Health and Social Care and associated systems (housing etc) |  |  |
| Excellent understanding of successful operational project delivery |  |  |
| Proven understanding of the needs of people across a range of vulnerable and protected groups |  |  |
| Excellent working knowledge of statutory and voluntary services |  |  |
| Ability to travel across the South West |  |  |
| Demonstrable knowledge and understanding of disability related policy issues |  |  |
| Understanding of Data Protection, confidentiality and safeguarding issues |  |  |
| Computer literate with knowledge of Word, Excel, Outlook and use of internet |  |  |
| Clear understanding of the role and potential of volunteers |  |  |
| Excellent communication skills, both written and verbal, including public speaking and presentations. |  |  |
| Understanding the importance of user-led services |  |  |
| Professional qualification in health and social care (registered nurse, AHP, Social Worker etc) |  |  |
| Strategic and/or Operational Management qualification (MSC, MBA etc.) |  |  |
| **Experience** | | |
| Previous experience of working within complex, large scale Health and Social Care systems |  |  |
| Previous experience of working at senior Project management level to deliver project and organisational outcomes |  |  |
| Tender and bid writing experience and/or genuine interest in developing these skills |  |  |
| Previous experience of provision of services and/or support for disabled and Deaf people |  |  |
| Experience of sub-contracting, performance management and contract monitoring |  |  |
| Project management experience (planning, delivery, evaluation) |  |  |
| Experience of successful partnership/consortium working |  |  |
| Experience of working with people with complex problems and empowering people |  |  |
| Previous experience of delivering Data Protection training and support to others |  |  |
| Previous experience of working within a DPULO |  |  |
| **Skills** | | |
| Strategic thinker |  |  |
| Strong problem-solving skills |  |  |
| Excellent interpersonal and communication skills with service users, professionals and others |  |  |
| Excellent time management skills |  |  |
| Ability to obtain and process financial data and prepare timely, succinct financial reports |  |  |
| Excellent writing and reporting skills |  |  |
| Effective organisational skills |  |  |
| **Other** | | |
| Commitment to LODs values and policies |  |  |
| Willingness to act as a team player but motivated when working alone |  |  |
| Flexible and co-operative attitude to work routine including willingness to work additional hours to meet service needs |  |  |
| Personal experience of disability or Deafness |  |  |