

Head of Local Services

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Head of Local Services

Position in the organisation

Reports to the Associate Director Services.

Line Management responsibility

Member of our Services Leadership Team and the wider Dementia Support and Partnerships Leadership Team,

Part of our Dementia Support and Partnerships directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

This role requires you to be a systems leader, working with colleagues internally and externally to influence the provision of dementia services, building and maintaining effective relationships with key stakeholders and representing all aspects of Alzheimer's Society's work to meet our strategic priorities.

Reporting to the Associate Director - Services, this post is one of four Head of Local Services, that ensure the strategic delivery of our Dementia Support Services and associated activity across localities in England, Northern Ireland and Wales.

In this role you will coach and develop your teams to ensure our services are high quality-high performing, person centred, embedded in place and delivered in collaboration with external partners. You will motivate our teams to be ambitious in supporting more people affected by dementia with greater impact, from before diagnosis through to end of life. You will ensure clear progress against our equity, diversity and inclusion priorities, and our ambitious plans to grow and improve vital support for people affected by dementia, particularly for people and communities that are under served.

This role requires you to demonstrate strong systems leadership capabilities, working collaboratively internally and externally, to influence for more dementia support, building and maintaining effective relationships with key stakeholders and representing Alzheimer's Society externally. You will drive improvements through collaboration across teams at Alzheimer's Society, balancing engagement with progress, while ensuring that our work is informed by lived experience, the latest evidence and aligned to our policy and influencing priorities. You will lead on and support key projects to enable the continuous improvement of our work.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

- Provide strategic leadership and ensure robust operational delivery across the dispersed local teams and services that you are accountable for.
- Line management for a team of Country or Regional Service Managers.
- Accountable for the workforce planning of your teams across Local Services.
- Accountable for strategic business planning in your areas, including financial management.
- Accountable for ensuring our dementia support services meet internal and external quality assurance requirements, relevant legislation and contractual agreements.
- Accountable for clear ambitious regional plans and priorities, including reach targets, aligned to corporate and directorate plans.
- Accountable for the performance of our Local Services against the organisation's Impact Framework, including the setting of and reporting against key performance indicators.
- Responsible for working collaboratively across the Society and externally, to identify opportunities for growth in delivery of our dementia support services.
- Responsible for developing personal networks that add value and enhance the reputation of the Society, as a sector leader in providing dementia support services.
- Responsible for driving continuous improvement in local services, leading and collaborating across directorates and teams to identify solutions.
- Accountable for ensuring that direct reports manage and maintain budgets of voluntary and contract income between £6-8 million.
- Delegated authority for contract approval and financial sign off is in line with the approved Alzheimer's Society Schedule of Delegation.

We are looking for someone who can...

- Ensure that Equity, Diversity, Inclusion & Belonging is a key focus across your teams.
- Be as comfortable talking to someone with dementia as you are to our trustees or executive leadership team.
- Articulate our vision for Local Services, tailoring their approach to our different audiences.
- Represent Alzheimer's Society as a trusted expert on Local Services, growing our reputation as a sector leader in this area.
- Ensure the lived experience of people with and affected by dementia is central to our Local Services design, delivery, evaluation and continuous improvement.
- Develop and lead a diverse team of staff and volunteers which is inclusive, collaborative and high performing.

- Lead your teams to achieve greater reach and impact for people affected by dementia through our support services, with a focus on supporting people from the point of diagnosis and reaching underserved communities.
- Act as a role model for a large, dispersed staff and volunteer team, you will drive forward an inclusive, collaborative and high performing culture, making sure that our values and cultural priorities are embedded.
- Coach and develop your team to be effective system leaders, ensuring that we work in collaboration with local health and social care systems, and bring the full potential of the Alzheimer's Society offer into conversations.
- Champion and role model collaboration across internal directorates to ensure we align our work and maximise our impact for people affected by dementia.
- Use internal data and external horizon scanning to identify challenges and opportunities.
- Provide effective leadership for projects and change programmes, including large scale transformation, ensuring benefits are realised and risks are mitigated.
- Ensure continuous improvement in service delivery by celebrating success, ensuring good practice is identified and shared, and tackling areas of underperformance.
- Support our aims to simplify ways of working wherever possible.
- Ensure we evidence the impact and outcomes of our work and use that to influence external stakeholders.
- Work closely with colleagues in Fundraising to develop propositions to grow our service delivery.
- Build and maintain internal and external networks to support the delivery of our organisational strategy.
- Coach your managers to ensure they build, develop and maintain strategic working relationships with key stakeholders.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Travel across the country or regions as required with occasional overnight stays.
- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Experience of strategically leading dispersed teams at a senior level in a similar setting	A/I
Experience of ensuring services are accessible to diverse communities	A/I
Coaching skills to develop performance across their team	A/I
Excellent networking and relationship building skills	A/I
Excellent influencing and negotiation skills	A/I
Uses data, evidence and insight to inform decision making	A/I
Committed to continuous professional development personally and for their people	A/I
Excellent understanding of relevant compliance and governance requirements, such as data protection and safeguarding	A/I
Demonstrable experience of dealing with complex performance issues, identifying & turning around under performance and conducting investigations	A/I
Experience of designing and delivering as part of complex programmes of activity, requiring extensive collaboration with others.	A/I
Experience of leading dispersed home and community based teams to deliver high quality support services across large geographies.	A/I
Knowledge and understanding of the health and social care landscape	A/I
Budget and contract management	A/I
Project management skills and experience	A/I

Competencies & personal attributes	Application (A) or interview (I)
Excellent communication skills, both verbal and written.	A/I
Well-developed interpersonal skills and the ability to quickly gain and maintain credibility with senior leaders and colleagues.	A/I

Evidence of influencing stakeholders at all levels. Negotiates and persuades effectively and achieves aims with tact and diplomacy, balancing interests and maintaining relationships.	A/I
Works collaboratively, building connections across directorates and teams to find solutions.	A/I
Strong interpersonal and interpretation skills will allow you to have open jargon-free conversations.	A/I
Excellent organisational and timekeeping skills.	A/I
Excellent attention to detail.	A/I
Be a team player, supporting colleagues when there are deadlines, and knowing when to ask for help.	A/I
Be a self-starter and incredibly motivated.	A/I
Inspirational leadership and high levels of personal accountability.	A/I
Confident in leading through ambiguity and supporting your teams	A/I
Committed to driving equity, diversity, inclusion and belonging across their teams.	A/I
Creates opportunities to involve people affected by dementia in decision making and delivery.	A/I
Brings insight and expertise into the organisation through horizon scanning, to inform delivery and increase impact.	A/I
Ability to demonstrate personal resilience, work under pressure, adapt to changing priorities and conflicting demands and meet deadlines.	A/I

Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave