

Head of Development and Business Operations Candidate Pack



Charity No: 1091744
Company No: 4050994

disability
positive

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Introduction

Dear Candidate,

Thank you for your interest in Disability Positive, a charity that has dedicated itself to the lives of people with lived experience of disability and long-term conditions, and their families across Cheshire and surrounding areas since 1992.

We pride ourselves on being a great place to work and progress, and we employ an amazing workforce of over 70 people. We have experienced substantial growth since inception and our services have successfully increased to the point that we are well recognised as a trusted, influential, and supportive organisation; providing services, opportunities, and voice to over 9,000 people with lived experience of disability and long-term conditions per year.

We know it matters, as we live with disability and long-term conditions too.

We hope that you are the kind of person we are looking for, someone; organised, driven and professional to work within our team. If you are interested in the role, please return your completed application to HR@disabilitypositive.org

We'd love to hear from you.

Lynne Turnbull
Chief Executive Officer



Who are we?

We are Disability Positive.

We are a charity based in Cheshire. We love working with others who think like us.

We provide services, opportunities and a voice to people living with disability and long-term health conditions and their families.

We have services to help people with everyday life, being part of their local community and looking after their own wellbeing.

We can offer advice, help with practical tasks and advocate for people in lots of different situations.

We listen and share people's experiences to influence positive change in government policy.

We know it matters, because we live with disability and long-term health conditions too.

Our Values

- **Positive:** It's not just our name, it's how we approach every challenge and opportunity.
- **Collaborative:** We don't believe we can do everything ourselves; we love working with others who think like us.
- **Representative:** We are here to be the voice of people living with disability and long-term health conditions.
- **Ambitious:** We are not going to change the world without thinking big.
- **Trustworthy:** We need to be a place where people feel safe and can come freely for honest and impartial advice and support.

The social model of disability is the starting point for everything we do and is the idea that people are not disabled by their condition, but by a world that doesn't meet their needs.



Our Services: For Adults

Arrangement of Care and Support Service

Support with making sure people's care works for their needs.

Advocacy

Supporting people to say what matters to them and upholding their rights.

Good Company

A fully accessible social group for adults, meeting regularly with the opportunity for day trips too.

Payroll

Supporting people who employ Personal Assistants with payroll management.

Supported Banking

Getting support with banking and auditing for direct payment recipients.

Learning Service

Access to learning and development opportunities for people who employ Personal Assistants, and their Personal Assistants.

Befriending and Counselling

Supporting people to manage their mental health and stay well.

Telephone Information Advice Line

Supporting people to access the information they need provided by us or others.



Our Services: For Children and Young People

Advocacy

Supporting people to say what matters to them and upholding their rights.

Arrangement of Care and Support Service

Support with making sure people's care works for their needs.

Cheshire West Community Connections

Support young people to connect to their local community.

Sensory Hive

Sensory based after school club for young people ages 5-11

Buzz Youth Group & Life Skills

A fully accessible youth group supporting those aged 5-18 to try new things and meet new friends.



Our Services: For Everyone

Volunteer Opportunities

We couldn't be without our team of dedicated and enthusiastic volunteers. People can volunteer their time across a range of services, or join us for a work placement, to gain new skills and contribute to our work.

Membership

We need our members to share their views so that we can continue to develop our services, and be a strong voice to influence local, regional and national government policy.

We welcome anyone with lived experience of disability or a long-term condition or with caring responsibilities.

Policy Influencing

Policy influencing is what we do to influence positive change with local, regional and national government. We want to be a voice for our members and people with experience of disability and long-term conditions and use their views and experiences to influence the kind of changes we want to see.

Disability Equality Training

Support to better understand disability, reducing barriers and changing attitudes.



Organisational Structure

We are a registered charity and company limited by guarantee.

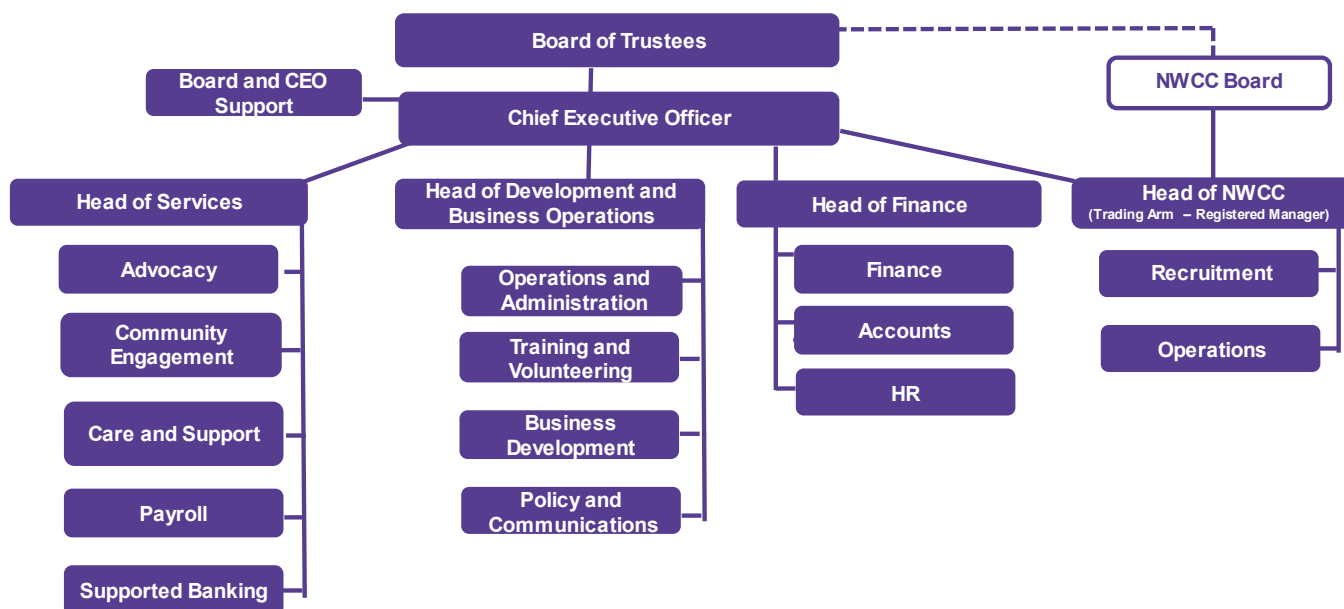
We are governed by 10 trustees who are known as our Board of Trustees. The Board of Trustees are both Directors of the company for the purposes of the Companies Act 2006 and Charity trustees for the purposes of the Charities Act 2006.

The Board of Trustees are responsible for the governance of Disability Positive. Our Board of Trustees have lived experience of disability and long-term conditions and bring a mix of skills that are essential to good governance, ensuring that our activities are conducted in line with our charitable objects, as detailed within our Articles of Association. In addition, we have over 240 members of the charity who all have lived experience of disability and long-term conditions.

Day-to-day management is delegated to the Chief Executive Officer and Senior Staff through a Scheme of Delegation of Board Authority.

We currently employ 56 FTE staff (75 people), with additional support across our services through volunteers. 74% of our workforce also have lived experience of disability and long-term conditions.

Our Organisation Chart



Future Plans

We have finalised our new Strategy 2020 - 2030, with a focus on three strategic themes:

- Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.
- Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.
- Positive about giving a voice to people with lived experience of disability or long-term health conditions.

We are in a strong financial position, with a robust balance sheet and reserves policy which has supported and should continue to support expansion of our services.

A major part of our income comes from delivering services under contract with a number of Local Authorities and Clinical Commissioning Groups in Cheshire East, Cheshire West and parts of the Northwest. We also provide a number of services that individuals purchase directly from us.



Benefits, Purpose & Critical Competencies

Job Title:	Head of Development and Business Operations
Grade:	2
Salary:	£42,000+ per annum FTE, increasing after successful probationary period.
Hours:	37 hours per week
Holiday Entitlement:	25 days per year + Bank Holidays and gifted days between Christmas and New Year Shutdown.
Other benefits:	Company Pension, Private Health Care upon completion of probationary period.
Direct Reports:	4
Reporting to:	Chief Executive Officer

Purpose

Support the Chief Executive Officer as part of the Senior Management Team, in leading on delivery within a major function aligned to the Company's strategic policy framework, to ensure that designated areas of responsibility are well managed.

Critical Competencies

Delivering Success

Achieving Excellence | Level 3 | Plans, reviews, and tackles obstacles to excellence

Providing Direction

Influencing | Level 3 | Develops influencing strategies

Inspiring | Level 3 | Inspires commitment

Communication | Level 3 | Maximises communication

Working with People

Building Understanding and Trust | Level 3 | Brings issues and conflict into the open

Developing People | Level 3 | Supports long term development

Collaborating for Success | Level 3 | Facilitates consensus and cohesion

Creating Solutions

Gathering Information | Level 4 | Creates a continually well-informed organisation

Understanding Issues | Level 3 | Looks at the big picture

Finding Solutions | Level 3 | Uses scenario planning

Scope

Strategic Scope

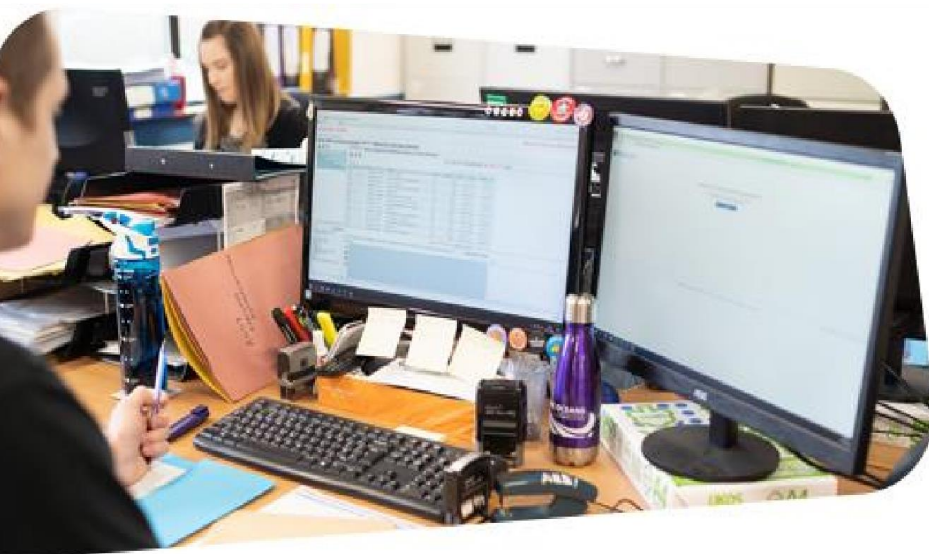
- Head of a major function within the Company.
- Leads on delivery within major function, following the Company's strategic plan.
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- Leads, guides, directs, and motivates multiple service/department managers .
- Has extensive experience of delivering strategy for an entire function and operating at a senior managerial level (but below CEO level) in a Company.
- Makes some operational decisions (within delegated authority).
- Makes recommendations to and acts in an advisory capacity to the Chief Executive Officer in relation to strategic decisions, as well as operational decisions outside of delegated authority.

Business Skills

- Oversees multiple complex departments within the Company.
- Responsible for ensuring delivery of services within allocated budget in several specified areas.
- Drafts relevant tender responses for approval by the Chief Executive Officer.
- Has a broad and deep knowledge of their technical or professional specialty and is able to apply that knowledge and its implications to the wider business.

Complexity

- Understands, explains, and presents business cases to the Chief Executive Officer, to the highest standard.
- Has supervisory responsibility for 5 or less managers across a range of departments.



Key Tasks

Strategy

- Deliver on designated areas of responsibility to meet the strategic plan, including oversight and control of designated departments (including Business Operations, Business Development, Training and Volunteering, and Policy and Communications).
- Adopt a continuous improvement culture within your team, to improve our services and reduce costs.
- Identify business requirements and use knowledge to recommend options and solutions to meet the needs of our objectives.
- Ensure that customers are provided with a high-quality service.
- Review how your multiple departments work to reach the Company's goals and come up with fresh ideas that will set the Company apart from competitors.
- Proactive leadership of your Management Team to achieve the business plan, budget and KPIs agreed by the Chief Executive Officer.
- Establish priorities in terms of department objectives aligned to the Company Strategy.
- Oversee our positioning in appropriate markets to enhance the operation of the Company, position or reputation in some way.

Financial Planning

- Ensure that departmental income and expenditure is controlled in line with Board approved Company budgets and the Company Finance and Financial Controls Policy.

Governance

- Oversee the activities of your departments in a manner which seeks to ensure that strategic, business, and operational plans are met and that the assets of the Company are safeguarded and optimised in the best interests of the Company and its members.
- Monitor and maintain appropriate management systems to provide effective internal control of operations.
- Ensure that your departments have efficient and effective processes in place to effectively manage/reduce risk
- Ensure that your departments have sufficient relevant knowledge concerning the security of information and systems and requirements of the Company Policies
- Report against key performance indicators for areas of responsibility
- Oversee the performance assessment, leadership, development, and succession planning of your Management Team.

Key Tasks

Communication & Relationships

- Ensure effective relationships are established and maintained with relevant commissioners, partners and stakeholders to create and nurture business opportunities and partnerships.
- Build an effective working relationship with the Chief Executive Officer.
- Ensure that the Chief Executive Officer receives appropriate advice and information on all relevant matters.
- Provide reports for presentation at Senior Management meetings, regarding performance against KPI's concerning business development, department performances and escalate any key risks, as required.
- Demonstrate adherence to the Company values: "Positive". "Collaborative", "Representative", "Ambitious" and "Trustworthy"
- Lead by example and motivate your Management team.
- Support the Chief Executive Officer to build a positive and productive culture in the workplace by listening to team opinions, making adjustments, and recognising accomplishments.
- Ensure engagement with customers and outside entities (including external stakeholders), to help the Chief Executive Officer to determine which direction the Company should go.
- Keep up with developments in the sector of relevance to the role and modern business practices by reading legislative updates, guidance, and consulting with peers.

Department Management

- Develop and maintain a continuous plan for the development and performance management of your Management Team, including appointment, training, mentoring, and monitoring.
- Identify and develop potential successors who can now or who will in the future be able to fill the position of Management Team positions.

Other

- Undertake any other duties so directed by the Chief Executive Officer and within the scope of this post.
- These recommendations are to be reviewed annually with the Chief Executive Officer.

Person Specification

Criteria	Essential	Desirable	Assessed by
Qualifications/ Experience	<ul style="list-style-type: none"> • Senior Management experience including budgetary control and staffing responsibilities. • Experienced in strategic planning and implementation of substantial programmes of activity. • Proven experience of partnership and collaborative working. • Demonstrable success of business development and tendering. 	<ul style="list-style-type: none"> • Management Degree or equivalent. • Lived experience of disability. 	Application and Interview.
Knowledge	<ul style="list-style-type: none"> • Working knowledge of Health and Safety legislation. • Working knowledge of UK GDPR/Data Protection. 	<ul style="list-style-type: none"> • Working Knowledge of the Health & Social Care arena. 	Application and Interview.
Skills/Abilities	<ul style="list-style-type: none"> • Excellent communication and presentation skills both written and oral and the ability to communicate effectively at all levels. • Sound financial management skills. • Persuasive, diplomatic and a good negotiator. • Excellent networking skills. • Ability to work under pressure, plan own work and meet targets and deadlines. • Ability to lead, motivate, develop, delegate, and give direction to others. • Able to respond to changing priorities. • Drive, energy, and enthusiasm. • High standards of integrity. • A confident manner. • Excellent IT skills. 		Application and Interview.
Other	<ul style="list-style-type: none"> • A commitment to equality and diversity and commitment to achieving positive outcomes for disabled people. • A commitment to the vision, mission and values of the organisation. 	<ul style="list-style-type: none"> • Understanding of the Social Model of Disability. • Understanding of the role of a representative organisation. 	Application and Interview and Pre-Offer checks.

Recruitment Process

How to apply

If you are interested, please complete the following, and return by email to HR@disabilitypositive.org

- a job application form
- and recruitment monitoring form

Alternatively, you can download an application via our website at www.disabilitypositive.org

Timetable

Deadline for applications: 17 July 2022, 23:59pm

Short listing: w/c 18 July 2022

Interviews: 29 July 2022

What we do with your data

In accordance with the Data Protection Act 1998, and the General Data Protection Regulations 2018, the information provided in your application will be used as part of the recruitment and selection process and may be disclosed to those who need to see it.

It will also form the basis of the confidential personnel record of successful applicants.

In the case of unsuccessful applicants, the application form will be destroyed after 6 months, in line with our [HR Privacy notice](#).

Contact Us



Address: Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU

Telephone: 01606 331 853

Email: info@disabilitypositive.org

Website: www.disabilitypositive.org

Facebook: www.facebook.com/disabilitypositive/

Twitter: www.twitter.com/dis_positive

Instagram: https://www.instagram.com/dis_positive/