

## The Role

We are seeking a dynamic and experienced Head of Service to oversee and strategically lead our Connecting Communities Team, Community Development Team, Green Social Prescribing Team, and Health Tree Foundation. The successful candidate will be responsible for the strategic planning, implementation, and evaluation of our charity programs, ensuring they align with our mission and objectives.

## Our Values and Behaviours

<b><i>Impact-driven</i></b>	We focus on achieving meaningful and sustainable outcomes, prioritising our work to ensure tangible and positive impact on the communities we support.
<b><i>Collaborative</i></b>	We promote diverse partnerships with organisations, stakeholders, and community groups, using innovative and generous means to share and maximise resources, knowledge, and expertise for a wide-reaching impact.
<b><i>Generous</i></b>	We support colleagues, partners, and communities to become confident, professional, and self-sufficient. Providing them with the time, care, education, and opportunities they need to thrive.
<b><i>Integrity</i></b>	Honesty, transparency, accountability, and kindness. Integrity is the golden thread that runs through everything Smile does every day.

Our values are particularly important to us. They form a fundamental part of monitoring, assessing, and appraising what we do as staff individuals and as a charity.

### Role Profile

<b>Job title:</b>	Head of Service
<b>Base/Location:</b>	Smile HQ – Gosschalks Solicitors – Hull (with flexible and remote working)
<b>Reports to:</b>	CEO
<b>Salary scale:</b>	£42,900
<b>Working Hours:</b>	37.5 hours per week
<b>Contract Duration:</b>	Initial 1 year fixed-term contract

### Key Responsibilities

#### 1. Programme Management:

- Oversee the development, implementation, and evaluation of all charity programmes.
- Ensure programmes are delivered on time, within scope, and within budget.
- Develop and maintain programme documentation, including project plans, reports, and evaluations.
- Manage or oversee programs of work delegated by the CEO

#### 2. Strategic Leadership:

- Lead and manage the Connecting Communities Team, Community Development Team, Green Social Prescribing Team, and Health Tree Foundation.
- Play a key part in the Smile Senior leadership team
- Provide guidance, support, and professional development opportunities for team members.
- Foster a cross-team collaborative and inclusive environment.
- Create mechanisms for the team to reduce duplication

#### 3. Strategic Planning:

- Develop and implement strategic plans for each programme area.
- Identify opportunities for programme growth and development.
- Align programme objectives with the overall mission and goals of the organisation.
- Oversee project budgets set by the CEO
- Explore and manage program risks and how we mitigate them.

#### 4. Stakeholder Engagement:

- Build and maintain relationships with key stakeholders, including community partners, funders, and beneficiaries.
- Represent the organisation at meetings, conferences, and events.
- Communicate programme outcomes and impact to stakeholders.

#### 5. Resource Management:

- Manage programme budgets and resources effectively.
- Identify and secure funding opportunities to support programme activities.
- Ensure compliance with funding requirements and reporting obligations.

#### 6. Monitoring and Evaluation:

- Develop and implement monitoring and evaluation frameworks for all programmes.
- Collect and analyse data to assess programme effectiveness and impact.
- Use evaluation findings to inform programme improvements and decision-making.

### Qualifications

- Bachelor's degree in a relevant field (e.g., Social Work, Community Development, Public Health) or at least 3 years of experience in a relevant field.
- Minimum of 5 years of experience in management
- Proven experience in leading and managing diverse teams.
- Strong strategic planning and project management skills.
- Excellent communication and interpersonal skills.
- Ability to build and maintain relationships with a wide range of stakeholders.
- Experience in budget management and securing funding.
- Knowledge of monitoring and evaluation techniques.
- Support the work of the local Multi-Disciplinary Teams & Integrated Neighbourhood Teams, ensuring a rich and meaningful engagement of local Voluntary & Community Sector groups.

### Personal Attributes

- Passionate about community development and social impact.
- Highly organised and detail-oriented.
- Adaptable and able to work in a fast-paced environment.
- Strong problem-solving skills and a proactive approach.
- Committed to continuous learning and professional development.