

VAL Jobs

Director of Development



Hours: 35 hours per week, hybrid working

Reporting to: Chief Executive

Contract: Permanent (Fixed Term interest considered)

Job description

Job purpose:	<ul style="list-style-type: none">▪ Grow VAL's revenue through VALUES Learning Disabilities Service, Building Tenancy, Meeting Rooms, Conferencing Sales, Building and IT service and functions.▪ Ensuring effective planning, management and delivery of high quality, high profile and profitable services in support of sustainability and growth.▪ Ensure that VAL is a VCSE Sector leader in delivering high quality Voluntary and Community Sector support services, contracts and projects; "Helping change lives for the better".
Responsible to:	Chief Executive
Responsible for:	VAL Teams, VAL Staff and Volunteers

1. Main aims of the role

- Lead, manage and develop the VALUES Service, VAL Building, Customer/Tenant/ Meeting/ Conferencing Service and IT Functions ensuring effective and compliant service delivery, financial and risk management.
- Lead on Business Development for VAL direct services, growing and nurturing strategic relationships with key stakeholders including businesses, increasing VAL's footprint and influence.
- Working closely with the senior team and Managers, develop and implement a business development strategy for VAL that will support growth in direct services and sustainability.
- Work closely with the Chief Executive on horizon scanning, scoping, planning and delivery of VAL's strategic plan(s) across various services and projects in line with its Vision and Mission.
- Identify and develop opportunities for growth and change, working proactively with the Management Team and the Trustee Board. Undertake market analysis to identify opportunities for growth and lead on the development of appropriate business products and services.
- Act as a strong figurehead for VAL, a positive ambassador, a positive leader and role model.
- Ensure that VAL continues to be an exemplar organisation within the sector, through high performance in service delivery, continuous improvement in services and development of its profile.
- Deputise for the Chief Executive as necessary.

2. Areas of Responsibility

2.1 VALUES Strategic Planning and Service Delivery

- Ensure effective strategic operational planning and service delivery of the VALUES, service, setting clear performance, safeguarded service delivery and compliance targets, accountability and monitoring whilst empowering staff teams.
- Develop and embed effective business and operational management strategies, practices and processes across VALUES monitoring safeguarding and health and safety systems.
- Set strategic and implementation plans for the services ensuring effective financial and risk management and delivery.
- Establish clear accountability through performance management systems and performance targets for service delivery.
- Ensure the delivery of excellent standards of customer service for all service users of VAL.
- Work with wider teams to develop revenue growth and sales strategies to maintain and enhance existing and develop new funding streams/sources.
- Develop and build relationships with funders, clients, businesses and potential funders to maximise opportunities for sales.
- Provide direction and support to teams, staff and volunteers involved in income generation and sales activities and ensure team efforts are coordinated.

2.2. Buildings, Tenants, Meeting Rooms and Conferencing - Strategic Planning and Service Delivery

- Ensure effective strategic operational planning and service delivery from the Buildings Team, setting clear performance, service delivery and compliance targets, accountability and monitoring whilst empowering staff teams.
- Manage the Buildings function and team, leading on growing VAL Income through Building Tenancy, Meeting Rooms and Conferencing Sales.
- Ensure effective planning, management and delivery of high quality, high profile and profitable, tenant service, buildings customer service and front of house service, including weekend bookings.
- Ensure that needs of the buildings, meeting facilities, office facilities and conferencing service and its users are identified, scoped, planned, developed and delivered into strategic and business plans, programmes and projects.
- Work with VAL Chief Executive, to ensure long term sustainability of VAL, developing competitive tenant, meeting room and conferencing pricing strategies and services.
- Lead on Buildings Health and Safety Management, ensuring safe systems of work and compliant monitored practices.
- Ensure robust, safe and compliant Buildings maintenance and management (including all VAL building assets).

2.3. IT - Strategic Planning and VAL Service Delivery

- Enable VAL to achieve its aims by supporting the smooth running and development of all VAL IT functions.
- Lead on the management of the IT function, ensuring an effective and efficient IT Service provision to support VAL services and project delivery as well as new services, contracts and projects.
- Ensure high quality and compliant IT service to VAL staff, tenants, meeting room and conference service users, in line with budgets.
- Provide appropriate and fit for purpose infrastructure, software, IT services and IT development to support VAL services, including the provision of workplace technology, networks, storage and data. Scope and Implement IT support contingencies for VAL.
- Responsible for researching, evaluating and recommending new technologies to support and improve future business performance.
- Ensure GDPR Compliance across IT and other VAL processes and systems, working with relevant Managers.

2.4. Operational and People Management

- Define and secure the resources (human, material and financial) needed to support delivery of strategic and growth plans of VAL.
- Actively participate in VAL's overall management, supporting colleagues and contributing to the overall leadership of VAL.
- Lead, manage and support staff teams to maximise their personal contributions.
- Act as the Organisational Lead on Safeguarding, ensuring current knowledge, continuous personal development and best practice development for VAL within this remit and the development of the wider teams (as relevant).
- Ensure team/deputy managers are aware of standards of performance, both in service delivery and team performance. Ensure teams and volunteers are supported, empowered and developed to deliver consistent levels of high quality services.
- Ensure timely production of management reports on the quantitative and qualitative performance of relevant VAL services, operations and projects, ensuring high standards and stakeholder requirements are met and services are held accountable.
- Actively promote and support VAL's values, demonstrating this in day to day dealings.
- Manage strategically by understanding, and operating within the context of both the internal and external environment.
- Undertake all aspects of line management responsibility including supervision, development and appraisals for teams.
- Ensure that VAL has the appropriate policies, procedures, systems and processes in place and that they are being implemented.
- Ensure Health and Safety and safeguarding of staff, volunteers and service users.
- Support and Deputise for the Chief Executive as required.

2.5 Financial Management

- Oversee budgets, expenditure and management accounts within business plan targets, working closely with Finance Lead.
- Ensure that income is maintained and expenditure is controlled in line with budgets and that potential risks are identified and managed.
- Be accountable to the Chief Executive for the overall financial health of Teams, including ensuring that new funding opportunities are pursued.
- Work closely with the wider management and the Chief Executive to identify and put in place an effective risk management framework for VAL to support business plan objectives and robust financial and strategic management.
- Procure competitive bids for services and projects with appropriate financial and procurement safeguards.
- Work proactively with Finance Manager and relevant teams to improve organisation bad debt position.

2.6 Promotion/Profile/Partnership (internal and external)

- Actively participate in VAL's overall management, supporting colleagues and contributing to the overall leadership of VAL.
- Actively promote and support VAL's values – demonstrating this in day to day dealings.
- Represent VAL both internally and externally at a senior level within the sector through networking, promotional activity and sustaining well established links at local, regional and national level.
- Keep abreast of local and national developments in public, third sector and financial policy likely to affect VAL ensuring it is positioned to influence and shape future policy.
- Ensure a positive culture within the organisation, which reflects VAL's commitment to equality and diversity, code of conduct, learning, development and continuous improvement, engendering trust amongst all stakeholders. This will include ownership for personal development and the development of teams.

3. Supporting the development of VAL and its people

- Be an effective ambassador and representative for VAL
- Participate positively in the development of plans, projects, performance management and VAL organisational development
- Maintain data, statistics and information on VAL's work and to produce regular monitoring and promotion reports
- Actively participate in learning opportunities, including mentoring and peer learning to share and gain skills across VAL people and keeping up to date with relevant changes in policy and practice
- Build and maintain effective relationships with colleagues including working collaboratively across VAL
- Be accountable to VAL and colleagues for your actions, actively supporting VAL's values
- Recruit, support and manage volunteers to deliver aspects of VAL's work
- Ensure the health and safety of VAL people and service users
- Encourage and promote equality and diversity inside and outside of VAL
- Carry out evening and weekend work as required
- Undertake any other reasonable duties in line with the aims of the post

Person specification

The person specification sets out the essential qualities that we are seeking for his post. Please ensure that your application demonstrates how you meet the criteria. You may include paid and voluntary work or other relevant life experience.

Experience/ Technical Experience	<ul style="list-style-type: none"> ■ Experience of operating at Senior Management level, leading and directing strategic development and planning within an organisation, including financial planning, risk management and managing change. ■ Proven experience/success in a revenue/income generation role. ■ A proven track record of working successfully with and being accountable to a Management/Trustee Board in the strategic planning and delivery of strategic plans, including initiating and driving through change. ■ The ability to translate strategy into the service delivery, within budget and to agreed quality standards. ■ Successful track record in securing funds/sales and managing a resource base, including tenders and commissioning. ■ Proven experience of leading teams of people delivering a diverse range of services, with limited resources in a professional and business-like manner. ■ Demonstrable experience of development and performance management of individuals through the use of established management techniques and approaches.
Essential Knowledge	<ul style="list-style-type: none"> ■ A demonstrably high level awareness and knowledge of revenue development in Voluntary and Community sector ■ A good understanding of the local and national social and economic environment impacting VCSE Sector. ■ Informed on outcome based best practice for the delivery of services. ■ Financial management and budgeting. ■ Business management and development.
Personal Qualities	<ul style="list-style-type: none"> ■ Excellent interpersonal skills with the ability to influence key decision makers both internally and externally. ■ Well developed, communication and negotiation skills, including report writing.

	<ul style="list-style-type: none"> ▪ Ability to influence customers, service users and stakeholders and to protect and support a broader reputation. ▪ Resilience, stamina and the ability to work positively in an environment of uncertainty and continual change. ▪ Persuasion skills including liaison and networking with senior staff in other organisations. ▪ Open, accessible and supportive management style. ▪ Political sensitivity and awareness. ▪ A working knowledge of relevant legislation. ▪ An understanding of and personal commitment to equality, diversity and inclusion. ▪ Established IT skills. ▪ Evidence of/ appetite for continued professional self-development.
Equality & Diversity	Encouraging and promoting equality and diversity in the delivery of services and experience of working effectively with people from a range of backgrounds
Building relationships	The ability to build and maintain effective relationships with colleagues and partners in all sectors
Hours of working	Full-time, 35 hours per week. Able to work some evenings and occasionally at weekends
Travel	Ability to travel regularly within the city and county and occasionally nationally

**This does not form part of your contract of employment
November 2024**