

JOB DESCRIPTION

Job Title:	Head of Central Services
Salary:	£60,000
Hours of work	35 hours per week
Responsible to:	Chief Executive Officer (CEO)
Responsible for:	All central services and support across the organisation (excluding Finance) line management of the HR Manager, Facilities Manager, Facilities Manager at The Old Pheasantry, Systems Analyst and Reception Manager.
Job Purpose:	<ul style="list-style-type: none"> To manage and develop YMCA Central Services to meet regulatory responsibilities and offer effective organisational systems, policies and support for staff and managers to achieve strategic aims. To take on the strategic lead for HR, property management and development, IT, compliance and health and safety,
Main Responsibilities:	<p>Strategic Leadership and Management</p> <ul style="list-style-type: none"> To share responsibility for leading the strategic direction and success of YMCA East Surrey as part of the Senior Leadership Team (SLT) together with the Head of Finance, Head of Housing, Head of Children and Young People Services and Deputy CEO. To be the accountable and strategic lead for Central Services, working closely with other members of the SLT to deliver integrated support across areas such as HR, property management, IT systems, and compliance. Take ownership of all aspects of operations policy and practice, and lead our approach to information management, data protection and risk management To be responsible for line management and development of senior staff within Central Services including the HR Manager, Facilities Manager, Facilities Manager at The Old Pheasantry, Systems Analyst, Reception Manager and Volunteer Coordinator., To take on various project management tasks and to drive through transformation of systems and ways of working to improve the quality of services and help the YMCA achieve its charitable aims. To play a supportive and collaborative role working alongside the wider YMCA staff team to meet our mission of helping people in East Surrey to 'belong contribute and thrive' <p>Governance and Compliance</p> <ul style="list-style-type: none"> Fulfilling the role of Company Secretary and leading the delivery of all governance processes in line with policy, procedures and the memorandum and articles, including all charity and corporate law requirements. To take the lead role on compliance, maintaining and developing a policy framework and working with Heads of Service to ensure that appropriate policies are drafted, reviewed and implemented and that the YMCA meets all its obligations under the relevant statutory and regulatory frameworks in which we work (Ofsted, RSH and possibly CQC in the future). To provide or facilitate training and development activity to ensure that managers and staff are aware of, and are meeting, requirements laid down by relevant policies, legislation and regulatory bodies.

- To take on the role of Data Protection Officer and ensure that the YMCA complies with its statutory responsibilities under Data Protection Regulations
- To be responsible for leading on quality management and maintaining our accreditation under Trusted Charity.
- To work with Heads of Service, managers and trustees to ensure that effective risk management practice is embedded into decision making at all levels of the organisation.
- To attend trustee meetings and to produce reports and help prepare agendas for the Governance and Risk Committee, a subcommittee of the main board.

IT

- To be responsible for all IT hardware and software needs, to manage support contracts and develop new IT systems and use of technology to improve the efficiency and effectiveness of the Association (including mobile phones, laptops and other devices).
- To work with other Heads of Service to develop and maintain new integrated IT systems that can manage data, and record, monitor and evaluate outputs and outcomes delivered by the YMCA's diverse projects and services.
- To work with the Systems Analyst and outsourced IT Support Company deliver ongoing digital transformation and promote the necessary training and policies to ensure that staff fully utilise the new technology.
- To work with the Fundraising Manager and CEO to support the delivery of new projects especially the acquisition and development of new properties such as additional Move On accommodation for young people.

HR

- In conjunction with the HR Manager ensure the overall HR strategy of YMCA East Surrey is in line with the law, good practice and our values.
- With the HR Manager, oversee the development of internal practices, policies and working culture in line with the overall HR strategy.

Facilities

- To line manage the Facilities Manager and to oversee the introduction and implementation of cyclical maintenance plans for all YMCA buildings.
- To have oversight of the Facilities Manager's responsibility of all insurances required by the YMCAES.
- Oversight of the management and financial viability of The Old Pheasantry.

Budget and Finance

- To work with the CEO and Head of Finance to prepare the annual budget for central services (including buildings) and to manage this budget throughout the year.

In addition

- Any other duties are required to be performed within the grade and remuneration of the role.
- We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. This role will require an enhanced DBS disclosure (with barred children/vulnerable adults). We require you to understand and demonstrate this commitment and attend any required training

PERSON SPECIFICATION: Head of Central Services

		Essential	Desirable	How measured (application, assessment, interview)
Qualifications, Education & Training:	Educated to degree level in a relevant field	X		Application and certificates
	MBA or equivalent post grad qualifications		X	
	Prince Project Management or equivalent		X	
	Qualifications or training in IT, Health and Safety, GDPR		X	
	Legal and governance training		X	
	Company Secretary Training		X	
Experience	At least 3 years' experience in a similar role, managing corporate support functions in a complex not for profit organisation.	X		Application/Interview
	Experience of business and financial planning or relevant commercial experience	X		Application/Interview
	Knowledge of legal compliance processes	X		Application/Interview
	Financial analysis ability and experience of managing budgets	X		Application/Interview
	Experience of introducing and supporting new IT systems	X		Application/Interview
	Experience of risk management	X		Application/Interview
	Experience of managing, motivating and supporting staff teams to achieve key performance indicators	X		Application/Interview
	Experience of gathering, collating and presenting statistical information to partners and governance committees	X		Application/Interview
	Knowledge of GDPR legislation and information retention requirements	X		Application/Interview
	Experience of effecting and supporting systems change across an organisation and with a range of staff roles, disciplines and competences.		X	Application/Interview
	Experience of leading change management		X	Application/Interview
	Experience of the RSH or Ofsted regulatory frameworks		X	Application/Interview
	Relevant knowledge of charitable services, particularly work with children and young people or housing		X	Application/Interview
	Knowledge of good practice in charity governance		X	Application/Interview
Abilities, skills and attitude	Proven leadership and motivational skills	X		Application/Interview

	Well-honed problem-solving skills	X		Application/Interview
	Critical thinking ability	X		Application/Interview
	Strategic planning skills	X		Application/Interview
	Excellent IT skills & numeracy	X		Application/Interview
	Able to work as part of a dispersed team extending beyond the Association	X		Application/Interview
	Excellent communication skills (verbal, interpersonal and written) on all levels and according to need	X		Application/Interview
	Excellent administrative and organisational abilities with close attention to detail	X		Application/Interview
	Ability to work to deadlines and manage stressful periods of activity	X		Application/Interview
	Ability to deal with difficult and challenging situations involving staff, service users and the local community	X		Application/Interview
	Ability to organise, plan and prioritise own workload to meet deadlines and targets.	X		Application/Interview
	Team player, ready to offer support and respond to ad hoc requests for help from colleagues	X		Application/Interview
	Methodical and detail orientated, and accurate with text and financial data	X		Application/Interview
	Ability to manage complexity and unpredictability	X		Application/Interview
	Able to adapt and support others to change in the workplace	X		Application/Interview
	Ability to see barriers as opportunities for change and improvement			Application/Interview
	Mentoring and inspiring employees		X	Application/Interview
Other requirements	Subject to a satisfactory Enhanced (with Barring – delete as appropriate) DBS disclosure (mandatory)	X		Application, DBS disclosure
	Commitment to the values, aims and mission of YMCA East Surrey (mandatory)	X		Application/Interview
	Understanding and commitment to equality, diversity and inclusion for staff, services users and stakeholders (mandatory)	X		Application/Interview