

REG(3)

**THE MACFARLANE TRUST**

**HEAD OF SUPPORT SERVICES**

**Job Description**

**Main Purpose**

Responsible to the Chief Executive and National Support Services Committee, through the Chairman, for the effective day-to-day management of the Trust's delivery of support services including the effective and efficient management of a team of regional support workers (to be appointed) a Benefits Adviser and liaison with the Trust's Independent Financial Adviser.

<b>Principal Responsibilities</b>	<b>Frequency &amp; Importance</b>
With the Chief Executive, lead the recruitment of a competent and capable team of regional (support) workers to enable the smooth and efficient delivery of the Trust's support services to the beneficiary constituency.	Low/high
Provide the secretariat and coordinate the policy work of the National Support Services Committee and its reports to the Board of Trustees	Medium/high
Ensure that all support activity complies with charity law and Trust policy.	Medium/high
With the Chief Executive, take responsibility for the delivery of the regular payments and grants making awards functions of the Trust.	High/high
Contribute to the Trust newsletters and ensure appropriate regional contributions.	Medium/medium
Ensure adequate training and awareness provision for those delivering the Trust's core support services.	High/high
Contribute towards the maintenance of external relationships necessary to advance the support services work of the Trust.	Medium/medium
Act as line manager of the regional team and first point of contact in the successful provision of support services.	High/high
Coordinate meetings to enable the regional team to exchange and innovate local management of the Trust's support services.	Medium/high
With the Chief Executive, develop support services consistent with the aims and objectives of the Long Term Review.	Medium/high
Ensure the Trust's database, in respect of information held to facilitate the delivery of support services is maintained and accurate.	Medium/high
Ensure proper delegation of duties and responsibilities especially during period of absence.	Medium/medium
Participate as a member of the Trust's management team.	High/high
Other duties as required by the Chief Executive and/or trustees.	

## The person required

Background	Desirable qualities and attributes
Professional Qualification	Relevant degree level education and/or professional qualification
Professional experience	Experience in working in the NFP sector. Working for a benevolent association or other grant making charity a distinct advantage. Knowledge of the haemophiliac/HIV community an advantage but not necessary as awareness training will be given. A working knowledge of the social services sector.
Financial skills	Knowledge of the management of devolved budgets.
Technical skills	Fully IT self supporting and a good command of the English written and spoken language. Experienced in data-base management and usage.
<b>Key competence</b>	
Management and Leadership	Experience of working in or managing a small team. Experience of being part of or managing from a distance a team a distinct advantage.
Planning & Delivering	Able to translate the needs of a disadvantaged beneficiary community within a distinct policy framework..
Decision making skills	Able to make sound judgements and take decisions often in difficult circumstances.
Management and communication	Presents sound and rational argument. Communicates effectively at all levels and a good listener.
Organisation skills	Able to direct the support functions of the Trust at the regional and national level.
Influencing skills	Influences by persuasion and negotiation often in difficult or trying circumstances.
<b>Personal Effectiveness</b>	
Energy & Initiative	Passionate about the delivery of support and others services to a disadvantaged community. Able to recognise gaps in the range of support services and plan solutions.
Interpersonal skills	Able to generate and maintain effective relationships at all levels. Establish and maintain good working relationships at all levels. Able to be sympathetic and empathetic, objective and non-judgemental.
Stress Tolerance	Maintains a stable and reliable level of performance in of the difficult and trying circumstances.
Critical thinking	Can reason logically.



## **HEAD OF SUPPORT SERVICES (HSS)**

### **1.0 Preamble**

1.1 The creation of this new senior management position was confirmed by the MFT board at their meeting on the 19 April.

1.2 It is a senior management position and the post-holder will be a member of the Chief Executive's management team.

1.3 The post-holder will be responsible to the Chief Executive.

### **2.0 Staff Responsibilities**

2.1 The post-holder will be direct line manager for the regional support team the benefits adviser and the working arrangements with the IFA. The post-holder, with the Chief Executive, will be responsible for maintaining a regular support programme for field staff including review meetings.

### **3.0 Governance Duties**

3.1 The post-holder will be responsible for the preparation of agendas, reports and papers to be considered by the National Support Services Committee (NSSC). This will include the preparation of reports to the MFT board and minutes. The current system of "allocs" will go.

3.2 The post-holder, with the Chief Executive, will compile a schedule of procedures that reflect the new staffing structure and arrangements in respect of the delivery of single grants. These will be a matter for approval by the NSSC. The policy in terms of how regular payments are assessed is currently a matter for debate and will be considered by the NSSC with a recommendation to the MFT main board.

### **4.0 Salary and Conditions**

4.1 The normal MFT terms and conditions of employment will apply.

4.2 The Chief Executive believes a post of this order would command a salary in the region of £30/32,500 per annum. (scp 42/44). This is exclusive of LW. RS enjoys a salary package of £34,413.00 salary package (from 1 April 04). LW is not recognised in the Chief Executive's pay structure.

4.3 In the view of the Chief Executive, comparing and contrasting the status of this position with the other senior management position, the position of HSS carries significantly more staff and service delivery responsibilities. The position is visibly measurable in terms of success or otherwise and requires a distinct combination of skills and abilities.

### **5.0 Recruitment**

5.1 The Chief Executive believes there are two options, they are:-

- a) To instruct a specialist firm of recruitment consultants.
- b) To manage the recruitment process direct.

**Recommendation**

The Chief Executive would recommend the following course of action:-

- a) Subject to any significant amendments, the job description and broad terms and conditions of employment be adopted.
- b) That the recruitment process be through a specialist firm of consultants.
- c) That the anticipated start date be agreed at 1 September 2004.
- d) That the interview panel comprise the Chairman of the Board, Chairman of the NSSC, Treasurer, a Trustee with specific registrant knowledge and the Chief Executive.