

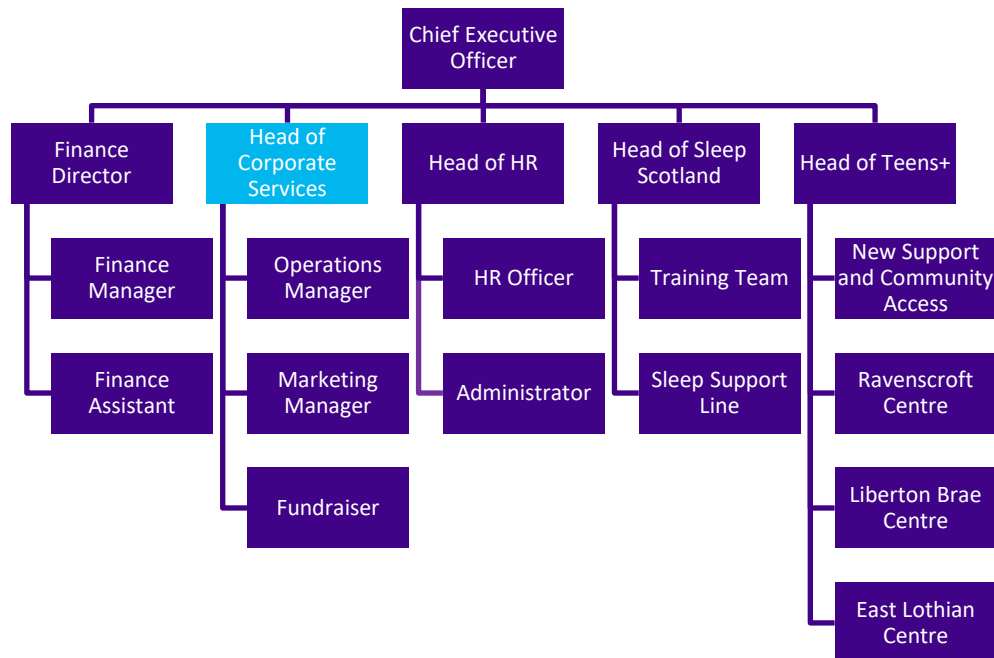
# JOB DESCRIPTION

## HEAD OF CORPORATE SERVICES

### Purpose of the role

The Head of Corporate Services works alongside the CEO to build and manage the operational infrastructure required to support the organisation as it grows to meet the demand for its services. Specific areas of oversight include matters related to marketing and fundraising for the services as well as management of all premises and facilities. This role will also have responsibility for driving digital transformation and quality assurance across the organisation.

### Organisational position



### Principal duties

#### Management

Plan, develop, manage, review and maintain the operational infrastructure required to meet demand, planning as necessary to support the continued growth of the charity’s services.

Lead by example by acting as a role model for our values.

Ensure the departments’ activities meet with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and a general duty of care.

Lead and develop the Corporate Services team.

Drive the digital transformation agenda across the Charity’s services. Working with Senior Management Team as needed to plan and implement measures that drive efficiency and scalability of both office and service operations.

Drive our Net Zero action plan, supporting data gathering and developing initiatives to reduce our carbon footprint.

### **Finance**

Budget holder for Corporate Services, ensuring efficiency and value for money while continuing to deliver a high-quality service.

Manage any appropriate vendors/service providers to ensure superior levels of service to the organisation are maintained.

Along with the other senior managers, contribute to the development and management of the risk register, ensuring risks are identified and appropriate action is taken.

### **Service delivery**

Take ultimate responsibility for the organisation's premises and facilities.

Work with the Marketing Manager and Fundraiser to continue to grow the brand and the Charity's fundraising ability to meet the growing need for the Charity's services.

Manage the collection of data, review and report on service quality levels to evidence the impact of Capella, sharing feedback and helping the organisation to continue to learn and develop.

Develop and implement processes for service quality inspection and compliance.

Where necessary, work with Service Managers to develop and document plans for improving service quality.

Identify operational issues early and develop mitigating actions to ensure we maintain our high-quality service delivery.

### **Communication**

Work collaboratively with other senior managers to further cross department working.

Be open, accountable and approachable to encourage a learning culture within the organisation.

Work with the Service Managers to fully understand their facility needs and issues to avoid any potential disruption to operational activity as the organisation continues to grow

Develop relationships and networks to promote the work of Capella. Build partnerships with other organisations that furthers the development of our organisation.

### **Corporate responsibilities**

Provision of advice and recommendations around organisational policies and processes to ensure legal compliance with all relevant laws including, but not limited to, Health and Safety and GDPR.

## **Other**

This descriptor is a guide for the post holder but other appropriate duties may be necessary from time to time.

## **Key Metrics**

Feedback scores from the SMT and Service Managers, Operating Costs v Budget, Facilities downtime, Delivery of new facilities on schedule, Customer Net Promoter Scores, Brand reach & engagement levels across relevant media, Donation growth, Donor retention, Fundraising ROI, Employee retention and engagement within the department, Customer satisfaction scores, reduction in customer complaints.

## **Values**

Our people and our values are most important to us, so any member of our team must understand and live these values:

**Tailored** – We always put people at the centre of our work.

**Humour** – Great things can be achieved when we are happy and have fun.

**Resilient** – Flexibility, confidence and creativity turn challenges into opportunities.

**Integrity** – Passion and professionalism are vital for all involved in our organisation.

**Value** – Everybody deserves respect and we are enriched through our differences.

**Empathy** – Compassion and care are in everything we do.

## **Key skills, attributes and experience**

- Significant experience within a leadership role supporting the delivery of key infrastructure to support services within a similar organisation or business, ideally within a Charity or Third sector environment. Candidates may come from a Quality Assurance, Risk or Operational delivery background.
- Demonstrated ability to operate at both strategic and operational levels.
- Track record of improving service delivery through digitisation and quality assurance measures.
- Experience of managing marketing, branding and/or fundraising activity
- Energetic, highly motivated, with an enquiring mind and passion for excellence
- Outstanding communication and interpersonal abilities