

## Job Description

### Job Title: Head of Community Services

**Line Manager:** Director of Services

**Hours:** 37 hours per week (would consider minimum 28hrs)

**Salary:** £38,000 - £45,000 p/a FTE (starting salary dependent on experience, top end salary linked to new business achieved within the organisation). A hybrid role between our operational and senior leadership teams with opportunity to become a permanent senior role based on business development.

**Type of Contract:** Permanent

**Location:** Hybrid - Offices across Dudley and Wolverhampton, home working and regular travel to outreach and partnership locations across the Black Country

#### **Role Context – A new and growing opportunity**

This is a newly created role that reflects our strategic growth in expanding community-based services. Alongside our established contracted information, advice and guidance (IAG) services (including casework), we are increasingly delivering community-based IAG along with health and wellbeing services. These reach people earlier, in different ways and at greater scale through partnerships with both statutory and non-statutory organisations.

This development responds to rising demand for our AIG services and the growing complexity of client's health and social care needs. Our existing services and targeted growth demonstrates that we are supporting more people across multiple community settings, working in formal and informal partnerships with multiple stakeholders.

We recognise that these services deliver outcomes differently from traditional IAG services and require greater creativity, flexibility and innovation. They often focus on prevention and early intervention, navigation, improving health and wellbeing, reducing isolation and increasing social inclusion, supported by strong partnerships and visible community presence.

To increase capacity through business growth, we need additional management capacity to lead and develop new opportunities. We have therefore created this new dedicated role to work alongside the CEO and Director of Services to drive this area of growth for our organisation.

Initially, this role will be responsible for some of our existing IAG services and non-advice services with the scope to take on additional services as the organisation grows. We are seeking a leader with the right management capabilities to lead these services now, whilst also working with the CEO and Director of Services to identify and secure new opportunities that add value to the communities we serve.

#### **The Head of Community Services will play a critical role in:**

- Developing and growing our existing community-based AIG and non-advice (inc. health and wellbeing) services.
- Responding to commissioning and business opportunities.
- Co-designing services and engaging with people with lived experience to achieve community needs-led outcomes.
- Embedding and managing new delivery models because of business development.
- Supporting services to mature and scale.

This role will evolve over time, with scope and responsibility growing as new services are secured and developed. It offers an opportunity to build, influence, and lead a developing portfolio of community services within a well-established and values driven organisation.

#### **Main Job Purpose**

- Develop existing relationships and partnership opportunities with key stakeholders within existing contracts the organisation holds.
- Provide overall leadership for community-based AIG and non-advice services, ensuring effective, inclusive, and high-quality delivery across a diverse portfolio of projects.
- Lead the development, embedding, and scaling of community AIG and non-advice services, ensuring clear boundaries, effective outcomes, and sustainable delivery models.
- Build and maintain effective partnerships with community organisations, statutory services, and funders.

- Hold lead operational responsibility for elements of the organisation's strategic priorities and business plan relevant to community services.
- Support the Senior Leadership Team with governance and membership requirements under the National Citizens Advice Performance Quality Framework.
- Line manage community service staff, ensuring strong performance, wellbeing, and development, and evolve management structures as services grow.
- Attend Operational Leadership team meetings and when required, Senior Leadership and Trustee Board meetings, to present updates report on progress.

**The post holder will lead services that are:**

- AIG and non-advice services (e.g. health and wellbeing services)
- Delivered in community and outreach settings as well as remotely.
- High-volume and complex in nature, with multiple stakeholder relationship management.
- Focused on prevention, navigation, wellbeing (including reducing isolation), and early intervention.
- Dependent on strong partnerships and flexible delivery models.

The post holder will, balance delivery, development, and innovation, while ensuring services remain safe, accountable, and outcome focused.

**Main Tasks and Responsibilities**

**Leadership and Operational Management**

- Actively contribute to the organisation's leadership team, supporting strategic planning and delivery.
- Hold operational responsibility for a portfolio of community and outreach services delivered across multiple locations.
- Ensure clear oversight of capacity, quality and compliance, staffing arrangements, risk management, and service improvement proposals.
- Contribute to Trustee Board meetings and strategy away days as required.

The post holder will be confident working in a changing environment bringing clarity, proportionate systems, and steady leadership to teams during periods of development.

**Community Service Delivery**

- Ensure community services (IAG and non-advice services) are delivered in line with organisational policies, contract requirements, and agreed outcomes.
- Oversee delivery in community settings, ensuring appropriate boundaries, quality standards, and escalation routes.
- Ensure clear and safe boundaries between non-advice services and advice provision, including effective referral pathways into advice services where appropriate.
- Ensure services are inclusive and responsive to the needs of people experiencing multiple disadvantage which will include collaborating and co-producing services with experts by experience.
- Monitor demand, access, and barriers within communities, contributing to service adaptations.

**Quality, Safeguarding and Risk**

- Ensure high standards of quality, consistency, and client experience across all services.
- Work closely with quality, safeguarding, and health and safety leads to ensure:
  - Appropriate supervision and oversight relating to legal thresholds between information, guidance and advice (inc casework) is maintained.
  - Safe lone working practices and venue risk assessments.
  - Effective safeguarding identification, recording, and escalation.
- Identify trends, risks, or quality issues and ensure timely action at individual, team, or service level.
- Promote learning, reflection, and continuous improvement across delivery teams.

**Partnership Working and Representation**

- Develop and maintain strong relationships with VCSE partners, health services, local authorities, and referral agencies.
- Representation at relevant external partnership meetings, steering groups, and stakeholder forums.
- Promote community services and strengthen referral pathways.
- Work collaboratively with internal teams to ensure joined-up client journeys between community and core services.

**Performance, Contracts and Reporting**

- Deliver against KPIs, outputs, and outcomes for contracts and grant funded services.
- Oversee the delivery and reporting of outcomes that may be preventative, early-intervention, or community-wide in nature.
- Ensure accurate, timely recording and reporting of activity and outcomes.
- Lead on contract reviews, monitoring meetings, and funder reporting.
- Use data and insight to inform service improvements and demonstrate impact.

**Staff Management and Development**

- Line manage community service staff (paid and volunteer) and any Service Delivery Manager role(s) introduced as services grow.
- Ensure effective workforce performance management (including supervision, appraisal, conduct and capability in line with organisational policies).
- Support staff wellbeing and professional development.
- Promote a positive, inclusive working culture where dignity, equality, inclusivity and wellbeing are prioritised.
- Lead on recruitment, induction, and probation processes.

**Service Development and Improvement**

- Lead on the development of new community services and delivery models in response to identified need including co-designing services with people who use services.
- Support business development activity, including contributing to funding bids and service design.
- Lead the transition of new or pilot services into established delivery models.
- Identify opportunities to improve access, efficiency, and outcomes across community services;
- Support pilots, test-and-learn approaches, and innovation in outreach delivery;

**Administration**

- Complete contract monitoring reports, funder updates, and internal performance reports.
- Complete the preparation of papers, briefings, and reports for SLT and Board of Trustees.
- Ensure appropriate systems and processes are in place to support effective community service delivery, monitoring, and reporting.
- Collaborate with finance, operations, and data colleagues to support accurate recording, forecasting, and compliance.
- Ensure staffing arrangements, rotas, and deployment models support contract compliance and safe delivery in community settings.

**Professional Development**

- Keep up to date with relevant legislation, policy, and good practice relating to leadership and management skills, delivery of person-centred services, community AIG and on-advice services, safeguarding, partnership working etc.
- Maintain awareness of and proactively act on emerging trends in community-based support, prevention, and early intervention.
- Actively reflect on own performance and leadership practice, identifying development needs and engaging in agreed training, coaching, or development opportunities.
- Share learning and insight to promote continuous improvement across the organisation.

**Other Duties**

- Deliver presentations, briefings, or training internally and externally as required.
- Ensure community venues/outreach locations are welcoming, safe, and professional for our users.
- Comply with all organisational policies, procedures, and guidelines, including those relating to safeguarding, data protection, EDI, and health and safety.
- Take reasonable care for own health and safety and that of colleagues, volunteers, and clients.
- Demonstrate the organisation's Values (the 4 'C's) and our competency framework to the expected standard.
- Be flexible to work outside normal office hours and travel across the Black Country where required to meet service and organisational needs.
- Undertake any other duties consistent with the role as required by the Director of Services or Chief Executive.

**Signature of Post Holder:****Date:**