



Quaker Social Action

Head of Services Job Pack

Location: Home working for now. In due course, Bethnal Green, London

Responsible to: Director

Salary: Full time £46,570 or part time £36,999

Hours: Full time 36 hours per week or part time 28 hours over 4 days

How to apply:

To apply, please send the following two documents to **info@qsa.org.uk**:

- A copy of your CV, highlighting the areas of your experience pertinent to this role
- A supporting statement, of no more than 3 sides of A4, outlining how you meet our person specification (below)

We also invite you to complete our online equality and diversity monitoring form:

<https://www.surveymonkey.co.uk/r/2GT67V3>

Closing date – **5pm Monday 3 May 2021.**

Interview date – **Thursday 6 May 2021.**

Thank you for your interest. We look forward to your application.



About the role

Quaker Social Action is a charity and a limited company, founded in 1867, to address poverty and social exclusion. We are based in east London and have a reputation for developing and delivering a diverse and innovative range of practical projects, and advocating for the needs of people in poverty on a national stage.

We are seeking an ambitious head of services to play a central role in shaping the strategic and operational direction of QSA. Joining the leadership team, you will be a dynamic thinker, possessing a strong people-focus and a passion for maintaining organisational wellbeing.

The role provides a real apprenticeship into a senior leadership role. You will oversee all service delivery, supporting teams to ensure we are meeting the strategic vision for each area of our work:

Innovating for people who are homeless – this is a brand new field of work for QSA, arising from a merger with a small homelessness charity last year. We've got two projects we're launching soon – Turn a Corner, a mobile library and Cook Up, a kitchen space for people who love cooking but don't have a kitchen. We've also got a mandate to pilot further ideas and set up new partnerships.

As head of services, you will be driving this work forward – and directly managing the two new project managers - providing a real opportunity for innovation and collaboration.

Overseeing and strengthening our existing services – QSA's model is to build small scale and pioneering projects to fit into niches or address unmet needs. As well as the work above, QSA currently has four other services; Made of Money, Down to Earth, This Way Up and Move On Up, encompassing financial capability, funeral poverty, wellbeing and housing for young adult carers. Covid has drastically affected how we deliver all of these services and we're keen to learn from the successes of those adaptations and push hard on further digital innovations. We also want to ensure a high level of quality across all of our services, ensuring we capture impact well and have robust safeguarding and risk assessments in place for all our activities.

The head of services will oversee each of these projects, taking a lead role in all aspects of strengthening our work, building a strong and collaborative approach within QSA.

Enabling grassroots decision making – the Big Local programme is a national initiative with 150 areas in the UK being given £1 million each to spend within their neighbourhood. Decisions are made by residents but each area is supported by a charity, which acts as the accountable body for



the funds and seeks to add value to the local partnership board. QSA fulfil this role for three Big Local areas, in Aberfeldy (Tower Hamlets), Pimlico (Westminster) and Worlds End & Lots Road (Kensington & Chelsea).

The head of services will manage relations with all three Big Local areas, supporting and advising them to make their localities an even better place to live. This part of the role offers great insights into supporting grassroots decision making, community engagement and seeing practical differences being made on a very local level.

This is an excellent opportunity within an organisation that is small enough to see the direct benefit of your endeavours. We are looking for an exceptional person who is motivated by contributing in a pivotal role at an organisation with a reputation for delivering work of the highest standard.

What does QSA do?

Quaker Social Action's mission is twofold. We enable people on low incomes in east London and beyond to seek solutions to the issues affecting their lives. To do this, we listen and respond to the needs of the community by running practical, sustainable and collaborative projects. Where we see the potential to bring benefit to communities outside of our own, we share our learning by running professional training, and by using our voice to seek structural change by speaking truth to power.

Services include: crisis support for those unable to afford funerals; courses that empower people to manage their money more confidently; practical support for people experiencing homelessness such as a mobile library and a community kitchen space, wellbeing interventions, and the UK's first dedicated supported housing project for young carers.

QSA was founded by Quakers in 1867, troubled by the social injustices of the time and keen to tackle them. This sense of taking practical action to has stayed with us over our 150 year history and our organisational values are aligned with Quaker values of equality, truth and peace. We are proud of our Quaker heritage and our place within the Quaker community, while also clear that our services, jobs and volunteering roles are open to all.

[Learn more about our practical action against poverty >](#)

Job description

Purpose of job:

To be responsible for the oversight of all project teams, ensuring that the services we offer are of the highest quality.

To be part of the leadership team of QSA and assist the director and fellow leadership team colleagues in setting the strategic direction of QSA.

Main duties:

1. To oversee all QSA services, supporting all project managers in delivering work of the very highest standards.
2. To support the growth of digital as a key part of QSA services, enabling great reach and accessibility of our activities.
3. To ensure clear plans are developed within services that meet our organisational aims and vision for each project, ensuring SMART targets and accountability to our funders.
4. To regularly review the progress of each project against their plans, to ensure standards are maintained and appropriate strategic developments are initiated.
5. To participate in the internal quarterly impact meetings for each service and ensure that actions identified within them are completed, in collaboration with the project managers.
6. To ensure projects keep up to date with developments in their relevant sector, continuing to develop their knowledge, networks, practice and credibility.
7. To support the development of new initiatives within QSA; which may include the expansion of current work or the design of new services.

People management and development:

1. To provide line management support to the project managers at QSA.
2. To support and coach all project managers to fulfil their own people management responsibilities; ensuring that front line staff are supported in their work.
3. To set the agenda for a positive and equitable working culture in QSA, facilitating learning and development opportunities and ensuring staff are supported to thrive within their roles.
4. To support QSA services to benefit from the positive contributions of volunteers; overseeing the systems that enable a mutually beneficial experience for people giving their time and skills to QSA.

Health, safety, risk & safeguarding:

1. To lead on ensuring there is a strong culture of risk management within projects.

2. To ensure that all cross cutting requirements across the projects are maintained and refreshed/reinforced as appropriate, such as adherence to QSA policies, health & safety, GDPR and impact measurement.
3. To take the lead on safeguarding across all projects, ensuring that policies appropriate to activities are in place at a project level and adhered to.
4. To initiate a review of any of the above should the need arise, for example, in the wake of a serious incident or a change in the nature of our activities, as well as on a regular basis.

Leadership team:

1. To operate as part of the QSA leadership team, with a particular remit to ensure that we are fulfilling our service delivery objectives.
2. To support the director and leadership team colleagues in setting the strategic direction for QSA.
3. To represent the director on internal or external matters, if appropriate.

General:

1. To work within the policies and procedures of QSA.
2. To ensure all relevant legislation, policies and guidelines are implemented.
3. To receive line management, supervision and appraisal from the director.
4. Any other duties, as appropriate to role, as agreed by the QSA director

Person specification

Experience:

1. Significant experience of project management in a service delivery environment.
2. Experience of contributing to the forward thinking of an organisation is highly desirable.

Ability:

1. Ability to determine priorities, set realistic timescales and organise own time effectively.
2. Ability to inspire, influence and motivate others.
3. Ability to manage a demanding workload with enthusiasm and self-motivation.
4. Sound understanding of risk management in the delivery of services.
5. Sound people management skills.
6. Effective written, verbal and IT communication skills.

Knowledge:

1. Knowledge of the voluntary sector, particularly charities that work with people on low incomes is highly desirable.
2. Strong commitment to, and knowledge of, impact measurement is desirable.
3. Knowledge of how services can be developed and/or enhanced digitally is desirable.

Ethos:

1. Commitment to and understanding of, diversity, equality and inclusion in the workplace and when providing a service to the public.
2. A willingness to work within a Quaker ethos, as exemplified by the vision and mission of QSA:

Vision - QSA has a vision of a just world where people put people first.

Mission – We enable people on low incomes in east London and beyond to seek solutions to the issues affecting their lives.

To do this, we listen and respond to the needs of the community by running practical, sustainable and collaborative projects.

We share our work with others when it is clear that it has the potential to bring benefits to communities outside of our own.

Main terms and conditions of employment

1. QSA uses the local government pay scales for salaries. Your salary will be on NJC scale point 40-43, which starts at £47,570 for a full time role or £36,999 for the part time option. All appointments are made at bottom of scale.
2. This is a full time role of 5 days a week/36 hours with a part time option of 4 days a week/28 hours.
3. This is a permanent position.
4. At present, all QSA staff are working at home but we expect in due course that the postholder will work part of the week at the QSA office in Bethnal Green and will also travel across London to fulfil the Big Local responsibilities.
5. The period of notice either way will be one week during the probationary period and six weeks on its successful completion.
6. QSA has a union recognition agreement with Unite although staff are welcome to join any trade union.
7. This post is subject to a 6 month probation period. After the successful completion of your probationary period, staff are entitled to join the QSA pension plan. This is an additional 6% on top of salary paid into the QSA group personal pension, with a 2% staff contributory element.
8. A full-time worker is entitled to 25 days holiday per year with the leave year running from January to December, plus 8 bank holidays.