



### Person Specification – Deputy Chief Executive/Director of Services

Criteria	Essential	Desirable	Assessment method
<b>EDUCATION</b>	<ul style="list-style-type: none"> <li>Evidence of Continuous Professional Development and learning</li> </ul>	<ul style="list-style-type: none"> <li>Relevant professional qualification in management at minimum Diploma level</li> </ul>	<p>Application Form (A)</p> <p>Certificates to be seen at interview (I)</p>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Senior or services management experience in a health and social care or voluntary sector/charity setting or not-for-profit enterprises</li> <li>Experience of leading, developing and managing teams to achieve high quality outcomes</li> <li>Experience of working in partnership and at a strategic level to affect change as well as at an operational level</li> <li>Experience of working in reactive environments and at pace</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working within substance misuse or mental health or domestic abuse services</li> <li>Knowledge of challenges and issues experienced by people in recovery</li> </ul>	A & I
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Understanding of policy context affecting the voluntary sector and services</li> <li>Knowledge and understanding of the needs of socially excluded and vulnerable groups in context of EACH's work</li> <li>Knowledge and understanding of quality assurance and ability to lead on service improvements</li> <li>Understanding of contracts, service level agreements and grants in context of effective and qualitative service delivery</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of benefits of counselling and therapeutic support to help people in recovery from impact of addiction, domestic abuse and mental health</li> </ul>	A & I

<p><b>SKILLS</b></p>	<ul style="list-style-type: none"> <li>• Ability to provide leadership and undertake strategy development and implementation</li> <li>• Ability to manage staff and support performance management and monitoring</li> <li>• Ability to ensure delivery of quality in services and performance improvements</li> <li>• Ability to make sense of wider policy, trends and emerging needs within services and utilise to support service development or innovation</li> <li>• Ability to contribute to business growth and stability, including through funding and tenders</li> <li>• Ability to develop and sustain effective partnerships and relationships with wide range of stakeholders, including service users</li> <li>• Ability to work effectively and consistently under pressure and prioritise to meet competing demands and overlapping deadlines</li> <li>• Ability to self-manage and high level of competency with MS office packages, e.g. Word, PowerPoint, Excel</li> <li>• Ability to represent, promote and advocate the work of EACH with stakeholders including service users and the wider community.</li> <li>• Excellent communication skills both written and verbal evidenced by reports and presentations</li> <li>• Problem solving, evaluating and decision-making skills</li> <li>• Ability to work flexibly and adapt approach to respond to changing circumstances and needs of the organisation</li> <li>• Ability to work positively and in a collaborative way with colleagues</li> </ul>		
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<p><b>OTHER</b></p>	<ul style="list-style-type: none"> <li>• Ability to work with integrity and within the values of EACH</li> <li>• Ability to provide cover for colleagues, including to deputise for the CEO</li> <li>• Ability to work outside core hours as required and to deliver on deadlines</li> <li>• Ability to ensure that the needs of service users, peers and volunteers are integral to operational delivery and service development</li> <li>• Up to date DBS</li> <li>• Ability to develop policy and practice</li> <li>• Commitment to equalities and anti-discriminatory practice and ability to incorporate this in the delivery of the role</li> <li>• Ability to contribute actively to team work and collaborative working to meet organisational goals</li> <li>• Ability to work flexibly, including remotely and on-site</li> </ul>		<p>A&amp;I</p>
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