



Together we can silence tinnitus

Head of Services

Job description & person specification

Job Title:	Head of Services
Reporting to:	Chief Executive
Responsible for:	Services Team (7 direct reports in total)
Hours:	Full time
Contract type:	Permanent
Salary:	£45,000, 35 hours per week
Location:	Hybrid, with 2 days per week in the Tinnitus UK office in Sheffield

Job Purpose:

One in seven people in the UK experience tinnitus. This role will positively and proactively innovate, manage and improve Tinnitus UK's services and build on the reputation of Tinnitus UK to date. This role leads Tinnitus UK's efforts in providing direct support to Tinnitus sufferers through multiple channels including telephone, and online. In addition liaises with regional support group leaders in the provision of support, face to face, locally. Given that Tinnitus UK is the only charity in the UK to provide such services delivery of these services at the highest standard is essential and consequently enhances the reputation of the charity.

The position is responsible for the development of the strategic and annual plans associated with the provision of these support services, and has direct day to day responsibility for the implementing them through multiple channels (helpline services, support group and volunteer programme, events) nationally in Tinnitus UK.

This role provides strategic oversight and management of the services portfolio (helpline services, support group and volunteer programme, events) nationally in Tinnitus UK. The post holder works with the Chief Executive and the rest of the Leadership Team to deliver services, ensuring that goals are achieved through effective management practices, that staff are motivated and supported to build sustainable services to meet the needs and expectations of the tinnitus community and working closely with research to remain up to date on the latest understanding of the issues that cause tinnitus and solutions that help address and mitigate the challenges facing sufferers. The role ensures that all activities are carried out in accordance with statutory requirements, quality standards, information governance requirements and organisational policies.

The role will maintain and develop Tinnitus UK's digital offerings, ensuring these are delivered in ways that help and encourage people to access our services now and in the future. This will include maintaining and monitoring existing services and developing, testing and embedding new ones.

Main Responsibilities

1. Develop and implement our services strategy

- Strategic and operational oversight of all Tinnitus UK's services to the tinnitus community, optimising both digital and traditional models and ensuring relevance and quality.
- Innovatively improve and extend Tinnitus UK service provision, with a primary focus on people living with tinnitus, recognizing that Support Services should be available at all times when people need them, calling for a strong digital capability.
- Identify relevant people and organisations and build relationships to enable better support around the UK for people with tinnitus.
- Work with all staff to ensure Tinnitus UK's information and engagement services are understood and well delivered by all staff.

2. Integrated approach to service user involvement

- Continually analyse and understand the needs of people with tinnitus, care givers, regional co-ordinators, partners and other stakeholders and develop appropriate services to meet them.
- Ensure Tinnitus UK's support groups network maintain best practice and work with colleagues to identify under-performing groups and develop action plans for improvement.
- Establish links with key internal teams and external bodies, managing risk and helping to evaluate our involvement in partnerships and collaborative work.

3. Understanding the needs of the tinnitus community

- Run focus groups to fully understand the needs of people with tinnitus.

4. Develop Tinnitus UK's outreach services to people who experience tinnitus

- Lead strategic development of Tinnitus UK's helpline and other outreach services.
- Identify gaps in tinnitus support service provision and work with colleagues to ensure they are filled.
- Ensure connectivity between service users' journeys across Tinnitus UK's services.
- Oversee development of Tinnitus UK's chatbot function in relation to tinnitus support.

5. Volunteering and placements

- Work with relevant staff to develop the programme of internal and external volunteering opportunities designed to enhance service delivery and encourage growth of individual volunteers.
- Coordinate placements as and when required to ensure the organisation benefits from them.

6. Events

- Work with relevant staff to implement a programme of events (conferences, awareness events, training courses) to meet the needs of the tinnitus community
- Lead the innovation of events, using digital and other tools widen their availability make them more diverse

7. Quality

- Lead Tinnitus UK's work to assess social impact and value.
- Ensure Tinnitus UK's tinnitus support services are founded on evidence-based research and that our advice to people living with tinnitus remains accurate and appropriate in response to developments in the treatment of tinnitus
- Work with colleagues to identify underperforming services and drive improvement of standards and quality
- Work with staff and volunteers to ensure a high quality information service

8. Leadership

- Work as part of the Senior Leadership Team (SLT) to ensure oversight of strategic and operational matters and support the Chief Executive
- Lead the development and delivery of Tinnitus UK's annual operational business for Services and contribute to the overall charity's business plan
- Provide evidence, data and ideas to support the fundraising team to develop proposals to underpin Tinnitus UK services.

9. Drive change and maximise our potential

- Explore cost effective digital solutions that optimise our use of resources
- Apply management techniques, tools and solutions to drive the change and transition to greater use of digital tools in service delivery.

10. General

- Co-ordinate and attend internal and external meetings and events.
- Contribute to the general administrative running of Tinnitus UK.
- Adhere to and promote Tinnitus UK's organisational values.
- Show flexibility to carry out such other associated duties as may arise, develop or be assigned in line with the broad remit of the post
- Undertake a maximum of 4 hours per week on the helpline/webchat service.

Person Specification - Head of Services

1. Experience

- Management and leadership of service delivery services in the charity sector
- Strategic and operational planning and implementing organisational change.
- Monitoring and evaluation of systems, processes, service quality and team performance.
- Management of service delivery projects to meet targets and funding criteria.
- Managing staff and volunteers, including remote and 'matrix management'

2. Skills and Abilities

- Senior management skills appropriate to a complex leadership role in a national organisation
- Ability to think strategically and translate strategic goals into achievable objectives
- Solution-focused approach and effective and timely decision-making
- Strong interpersonal and communication skills that which encourage staff and stakeholders to engage and participate
- Ability to troubleshoot and problem solve difficult situations, and deal with them calmly, diplomatically, efficiently and effectively
- Fluent use of standard office equipment and information & communication technology.
- Ability to manage risk and recognise potential impact of decisions across the organisation.
- Ability to manage own time and workload efficiently in order to prioritise and to meet tight deadlines.
- An ability to recognise the challenges of colleagues on the front line who are handling difficult and some times very distressing calls from sufferers and hear with empathy their needs and provide support for them

3. Knowledge

- An understanding of the practical operation of performance and quality requirements in contracts and the regulatory environment in relation to Tinnitus UK's services.
- Knowledge of data protection; monitoring and evaluation systems; safeguarding policies and practices

4. Education/Training/Qualifications

- No single specific qualification is required, but evidence of recent continuing professional development in a professional area relevant to the post is required. For example: Management and leadership; Quality systems; Monitoring and Evaluation; Project Management; AI learning and communication systems.

5. Other Requirements

- Able to travel occasionally when required to present on Tinnitus UK services i.e. Support Groups across the UK.
- Able to work some evenings and weekends and stay overnight where necessary.
- Works well in a team with a flexible approach to work.
- Committed to anti-discriminatory practice and equal opportunities. Able to apply awareness of diversity issues to all areas of work.

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www.tinnitus.org.uk



TinnitusUKcharity



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Tinnitus UK are committed to promoting diversity and equality in all aspects of its work. We strive to be an inclusive employer and encourage applications from under-represented groups such as Black, Asian and Minority Ethnic backgrounds, people who are LGBT, have a disability, learning difficulties or a long-term condition, with caring responsibilities and from less advantaged socioeconomic backgrounds.