

# Job description and person specification

Please note this statement is for information only and does not form part of a contract. The responsibilities articulated are not exhaustive and we are committed to working practices that are flexible, collaborative and inclusive.

<b>Job title</b>	Head of UK Delivery	<b>Location</b>	Flexible: London, Chesterfield, Belfast, Cardiff, Glasgow or homeworker  Some travel will be expected to our offices
<b>Contract type</b>	Full-time, 35 hours	<b>Contract length</b>	Permanent
<b>Date</b>	March 2022		

## Context

We are Versus Arthritis. We are fundraisers, programme managers, volunteers, administrators, editors, and accountants all doing everything we can to push back against arthritis. Together, we'll continue to develop breakthrough treatments, campaign relentlessly until arthritis is seen as a priority and support each other whenever we need it. Together, we're making real progress. But there's still a long way to go, and we won't stop until no-one has to tolerate living with the pain, fatigue, and isolation of arthritis.

We have big ambitions, and all our activities must work together to deliver these. In this way we will build recognition of the impact of arthritis. We will catalyse and galvanise communities across the UK who push back against arthritis. We will find discover, innovate, and enable new solutions, directly provide these and influence others to make big change happen. We will reach and support every child and young person living with arthritis and we will lead the generation and application of research knowledge relevant to arthritis. Critical to success is growing our income and creating a sustainable organisation equipped and able to deliver the support and solutions that people will look for.

Our Demand and Deliver strategies speak for and to people and they have expectations of how we need to operate. This directorate will be made up of dedicated, enthusiastic people who want to support and enable change throughout all areas of our work.

## Main purpose of the role

This is an exciting role for someone to lead our integrated approach to our support activity across the four nations of the UK. The post-holder will:

- Work with nation-based teams to identify how we can work together through the frameworks and resources of support developed by the Innovation and Support team.
- Work closely with our income-generating team to identify opportunities and have a keen eye on impact and evaluation so we can see how and why our support services work.
- Have significant experience in working across a varied funding landscape to create sustainable local delivery.

This role will also seek out opportunities of involvement for people with arthritis to ensure we deliver the support they require - working with our innovations and support team to work these up into pilot projects.

## Management and key relationships

### Roles managed

- Programme & Partnerships Manager x5
- Systems & Services Administration Manager x2

### Reports to

Director Services and Influencing

### Key Relationships

- UK Delivery.
- Directorate Teams - Heath Development Team, Young People & Families, Innovation & Support, Policy, Public Affairs and Engagement.
- Health & Social Care Professionals.
- Income & Engagement.
- The main professional societies and bodies who focus on arthritis.
- Other charities and umbrella bodies (UK and international) concerned with arthritis and long-term conditions.
- Public servants at NHS England, Public Health England, Devolved Health systems and equivalent Public Health Bodies, Health and Social Care Information Centre and other bodies.
- AMRC, Royal Colleges, GMC and healthcare regulators and think tanks.
- Healthcare professionals, including within the pharmaceutical and medical devices industries.
- People with arthritis and other musculoskeletal conditions.

## Main Responsibilities and Duties

### 1 It's about leading the integration of our support across the UK

- Overseeing the standardised delivery programme through the management of our nation delivery teams, with a quality framework approach.
- Volunteer training and quality implementation.
- Implementing the Deliver strategy across the UK teams.
- Identifying new ways of working, developing new service opportunities, blending with our face-to-face delivery.
- Identifying how we can ensure Equality, Diversity and Inclusion is incorporated into our planning and we are reaching groups that would not normally contact the charity.
- Leading on the implementation of volunteer delivered services across the UK.

### 2 It's about working collaboratively

- Working very closely with the Innovations and Support team to develop and deliver the key resources to help people get the right support.
- Implementing performance measures and harmonised impact and evaluation measures to able to analyse what works and why.
- Planning across team, working with Nations and integrating activity with local delivery services and maximising resource management.
- Working with our research and policy colleagues to support and understand our partnership to maximise opportunities.

### 3 It's about identifying partnership and funding opportunities anyway in the UK

- Ability to build relationships to progress the delivery of our services with external stakeholders.
- Developing new models for delivery and ways of working to deliver long-term, sustainable solutions for and with people with arthritis. Monitor and evaluate the impact to inform future development.

### 4 It's about keeping our knowledge relevant

- Attending training and development events to help support the charity and the post-holder's own development.
- Undertaking other relevant duties as appropriate, in line with the priorities and needs of the organisation.

## Criminal Record Check

### Requirement

This role DOES require a “Please Specify Type” Criminal Record check.

## Person specification

Knowledge, skills and experience: key requirements

Requirement		Evaluation Stage
1	A significant understanding of the charity sector and the dynamics around business decision making, change and strategic planning.	Application/ Interview
2	Public Health related qualification or equivalent experience in health, social care, including programme design.	Application/ Interview
3	Experience of working with and/or supporting people with long-term health conditions/disabilities at a strategic level.	Application/ Interview
4	Ability to influence, negotiate and persuade others in a wide setting including senior leaders in the organisation, external stakeholders and internal colleagues.	Application/ Interview
5	Strong programme management and organisational ability, including being able to prioritise activities and independently manage own workload that includes multiple strands of work.	Application/ Interview
6	Strategic thinking – ability to anticipate and resolve problems before they arise.	Application/ Interview
7	Strong written and oral communication skills able to work in partnership with people at all levels, demonstrating strong skills in networking and influencing.	Application/ Interview
8	Proven experience of developing, delivering and scaling-up opportunities across complex organisational structures.	Application/ Interview
9	Demonstrable track record in excellent people and performance management at a senior level.	Application/ Interview

10	Experience of securing funding and negotiating funding agreements.	Application/ Interview
11	Willingness to travel across the UK as required to attend meetings and events with a willingness to attend occasional weekend events and meetings.	Application

## Desirable requirements

Requirement	Evaluation Stage
1 Working knowledge of theories of change and/or other strategic tools to enable identification of outcomes and activities.	Application/ Interview
2 A high level of technical expertise using statistical and customer data from a variety of data sources. Confidence to dive into data and produce insight with robust business recommendations.	Application/ Interview
3 Knowledge of behaviour change techniques.	Application/ Interview
4 Knowledge and understanding of arthritis and other musculoskeletal (MSK) conditions.	Application/ Interview

## Values and behaviours

Our values and behaviours framework underpins our daily working lives at Versus Arthritis. Its primarily for employees, volunteers and trustees and describes the expectations we have of each other, and our individual and collective commitment to the organisation.

Our values and behaviours directly support our brand identity and our customer experience principles. Even though the language may not be exactly the same, the principles and ideas are all consistent with our purpose and identity as Versus Arthritis.

- We value our contribution to a truly **inclusive** and **flexible** organisation, that prioritises people's **health and wellbeing**.
- We value **learning** to increase our impact for people affected by arthritis.
- We value being **accountable** for our actions and have **high expectations** of each other.
- We value **persevering** with challenges when we know **it's the right thing to do**.

The Services and influencing Directorate lead on our Demand and Deliver strategies so that we are able to support and represent people with arthritis so that they get the change they need in order to live a life of quality despite having the long-term condition of arthritis. This directorate will be made up

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of leaders both nationally and locally to build relationships, leverage, political change, and personal change across the lives of people with arthritis.

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