

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.

Job title	Head of Support Services	Location	Flexible: London office hybrid or Chesterfield office hybrid. Regular travel to London and Chesterfield, with occasional travel to Belfast, Cardiff and Glasgow.
Contract type	Full-time, 35 hours per week	Contract length	Permanent
Date	July 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.

The Services and Influencing Directorate leads our activities that support people with arthritis to get the change they need in order to live a life of quality. This Directorate is made up of leaders both nationally and locally to build relationships, leverage, political change and personal change across the lives of people with arthritis.

The Directorate is 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 role will lead our universal services and develop our programmes and resources to ensure people are able to live a life without limitations. It will be at the forefront of digital service development, integrating our helpline, online community and virtual assistant to lead the charity in identifying new ways to deliver our support activities.

The post-holder will set clear goals and objectives for innovation, based on understanding of the market and opportunities, leading our digital services strategy, transforming ideas into reality within timescales and with an eye on how to deliver in an efficient and integrated way.

They will be able to build relationships and work with teams internally to get their support and dedication so we can lead the way in developing resources for people with arthritis.

As an enthusiastic team builder, they will be excellent in working with external partnerships.

This role will establish approaches and seek out opportunities to engage people with arthritis and key stakeholders to use their collective knowledge to generate ideas and innovation. Working with our UK Delivery teams to work these up into pilot projects.

Management and key relationships

Roles managed

- Strategic Programme Manager, Physical Activity.
- Service Innovation Manager.
- Information & Support Manager.

Reports to

- Director of Services and Influencing

Key Relationships

Directorate teams

- UK Delivery
- Young People & Families
- Health Development
- Policy, Public Affairs and Engagement
- Nation teams

Internal teams

- Income & Engagement.
- Research and health Intelligence
- Finance & Corporate Resources

External teams

- People with arthritis and other musculoskeletal conditions.
- Health & Social Care professionals including within the pharmaceutical and medical devices industries.

- 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.

Main Responsibilities and Duties

1 It's about integrating our universal offer to support local delivery

- Lead our information and support services, e.g., Helpline, online community and virtual assistance, embedding monitoring and evaluation to identify areas of development and investment.
- Establish a clear methodology and work very closely with our UK delivery team to understand what services and support people need and how they need it.
- Integrate our universal services with local and contracted services.
- Have involvement activities at the heart of planning through established collaboration networks.
- Pilot activities across the nations with agility, moving concept to operations and ensuring approach, deployment and assessment of the innovation - be that product/structure, and that the delivery model is evaluated, refined and delivers the results required.
- Work with our research and policy colleagues to support and understand our partnerships to maximise opportunities and how advantages can be gained for people with arthritis, our commissioners and key partners.
- Ensure our Equality, Diversity and Inclusion strategy is embedded in our work.

2 It's about leading the direction of our support through innovation

- Lead our physical activity programme, embedding the unique proposition for people with arthritis, working closely with our UK Delivery team.
- Test and refine the most promising ideas, supported by appropriate policies and resources and work collaboratively across delivery teams to develop pilot programmes, including maintaining and developing our digital products for young people.
- Lead our digital services strategy by using a structured approach for generating and prioritising creative digital ideas to enhance and complement our face-to-face services for people with arthritis.
- Co-ordinate our digital opportunities to develop a coherent offer and equity of

access diversity of resources for all ages, working with colleagues across ICT team focus to on digital inclusion participation.

3

It's about identifying partnership and funding opportunities anywhere in the UK

- Work with senior external stakeholders to identify new opportunities to implement our strategy.
- Build relationships to progress the delivery of our services. Strategically plan in an integrated way so that people with arthritis have a choice of how to engage with us.
- Work with the fundraising team to develop cases for support across our universal offer.
- Maximise reach to people with arthritis and deliver this through a framework of continuous improvement.
- Lead the impact and evaluation and monitoring of our universal services to deliver results, ensure service improvement and maximise our return on investment.

4

It's about keeping our knowledge relevant

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

Criminal Record Check

Requirement

This role DOES require a Standard 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 Experience of leading and managing support services at a national and strategic level.	Application/ Interview

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3	Experience of working with and/or supporting people with long-term health conditions/disabilities at a strategic level.	Application/ Interview
4	Experience of leading and developing digital products and services, focusing on the needs of the beneficiary	Application/ Interview
5	Strong programme management and organisational ability, including ability 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	Demonstrable track record in excellent people and performance management at a senior level.	Application/ Interview
8	Experience of securing funding and negotiating funding agreements, with the ability to work in partnerships.	Application/ Interview
9	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**.