

JOB DESCRIPTION: HEAD OF SERVICE DELIVERY (HSD)

Contract Type	Fixed Term Contract
Salary	£34,320 per annum FTE
Hours	Part time - 21 hours per week
Start Date	WB 10 February 2025
Holidays	5.6 weeks pro rata
Location	The CAE Community Enterprise Hub Swansea
Reporting to	Chief of Staff
Probationary period	3 Months

Who we are

Our **mission** is to tackle problems of inequality faced by migrants, breaking down barriers for them, and supporting them to become economically active, thrive and contribute fully to society.

Our work is rooted in our **core values** of Social Justice, Co-production, Innovation, Empowerment, Climate Justice & Sustainability.

Why work for us?

1. **Inclusive Culture:** A supportive workplace that celebrates diversity
2. **Competitive Salary:** We ensure our pay scales reflect market rates or better.
3. **Pension Scheme:** Contributory pension plan to secure your future.
4. **Continuous Learning:** Access to workshops and courses to sharpen skills and knowledge.
5. **Flexible Work Hours:** Promoting a balanced lifestyle.
6. **Remote Work:** Flexibility to work from home or other remote locations when necessary.
7. **Mental Health Support:** Access to counselling services and mental wellbeing workshops.

Role Purpose

The Head of Service Delivery (HSD) ensures the seamless implementation of projects and services, acting as a vital link between the executive and delivery teams. They will focus on operational excellence, team management, community engagement, and partnership development to ensure The CAE's mission is achieved effectively and sustainably.

Main Duties and Responsibilities

1. Operational Oversight

- Manage the daily operations of the organisation, including the Community Enterprise Hub Swansea.
- Monitor and optimise operational systems to improve efficiency and impact.
- Ensure compliance with legal, regulatory, and funder requirements.
- Identify opportunities for growth, innovation, and improvement across projects.

2. Team Leadership

- Supervise, mentor, and support delivery staff and volunteers to meet organisational goals.
- Lead performance reviews and provide feedback to ensure high-quality service delivery.
- Resolve team or project challenges with effective conflict management strategies.
- Work to ensure volunteers are well integrated within the organisation to increase capacity whilst meeting their developmental goals.

3. Project Management

- Deliver projects in line with the agreed objectives, ensuring targets and milestones are met.
- Set and track Key Performance Indicators (KPIs) for project delivery.
- Prepare detailed reports for internal leadership and external stakeholders, ensuring data accuracy and storytelling.
- Support grant compliance by tracking project outcomes and reporting requirements.
- Oversee proper monitoring and evaluation of ongoing projects to ensure effectiveness of service delivery.

4. Community Engagement & Outreach

- Strengthen relationships with key stakeholders, including funders, partners, and community groups.
- Expand outreach efforts to underserved communities, ensuring inclusivity in programming.
- Represent The CAE in external spaces both online and in person, building our profile and networks.

5. Communications & Advocacy

- Lead external communications to promote activities, increase community engagement, and drive fundraising.
- Develop and support high-quality marketing materials and social media campaigns.
- Advocate for The CAE's mission and values in all public engagements.

6. Other Duties and Responsibilities

- Undertake any additional tasks or responsibilities consistent with the role's nature and level, as required by the Executive Team, to support The CAE's smooth operation and mission.

Person Specification

At The CAE, our strength lies in the unity and dedication of our personnel - a collective of passionate professionals dedicated to realising our vision and representing the organisation in every capacity. As we journey forward, we seek to nurture and invest in individuals who embody our core beliefs, values, and aspirations, with a keen emphasis on a growth mindset, character, and perspective.

The ideal candidate will possess the following attributes:

1. **Commitment to Social Justice:** Has a profound sense of social responsibility and unwavering dedication to fostering equality and fairness.
2. **Aligned Mission Values:** Beyond job requirements, resonates with the significance of CAE's mission, viewing it as a catalyst for societal change.
3. **Growth and Learning Attitude:** Holds a mindset that values continuous learning and self-improvement, taking on challenges as avenues for personal and professional growth, with a long-term vision.
4. **Ambitious Drive:** Exhibits a strong ambition, always aiming higher and setting challenging goals, but balances ambition with humility and integrity.
5. **Unique Character and Perspective:** Brings a distinct character and perspective to the table, enriching our collective understanding and approach.
6. **Team Player with Initiative:** Exhibits a blend of exemplary teamwork skills paired with a self-starter attitude, always eager to contribute proactively.
7. **Detail-Oriented:** Consistently showcases meticulous attention to detail, ensuring all tasks are executed with precision and high conscientiousness.
8. **Strategic & Innovative Thinker:** Capable of strategic foresight, adept at interlinking various components seamlessly and is always on the lookout for innovative methods to achieve set objectives.
9. **Passionate:** Radiates genuine passion and fervour for the tasks and projects at hand, pushing boundaries and setting new standards.
10. **Commitment:** Prioritises the role's responsibilities, displaying unwavering dedication and ensuring that the organisation's needs are consistently met.

<u>Qualifications, Experience & Skills</u>		Desirable	Essential
1	Educated to a minimum of Level 5 .		x
2	Experience in the social support sector or public sector.		x
3	Understanding of the unique challenges faced by migrants, especially in terms of employability and integration.		x
4	Comfortable with digital tools, for communication, collaboration and management.		x
5	Fluency in English. Proficiency in other languages prevalent in Swansea's migrant community is a bonus.		x
6	Ability to address challenges creatively and effectively		x
7	Experience managing change, transitions or introducing new processes	x	

Practical Requirements

1. Successful applicants must be available to work some evenings and weekends.
2. Successful applicants must be willing to undertake a basic DBS check.
3. Applicants must hold a full UK driver's license for a minimum of two years to facilitate travel between office locations and community engagements. Access to a vehicle is desirable though not essential.
4. While the primary location will be the Community Enterprise Hub in Swansea, the successful candidate will also be expected to work occasionally from our other offices in Llanelli and Carmarthen.

How to Apply:

Interested candidates are requested to apply using our online application form [Google Forms](#).

Please send your CV and any other supporting documents to [Join Our Team](#) .

Please detail your interest in the role, relevant experience, and how you align with CAE's mission and values.

If you would like to chat before applying, please contact Kim - kim.m@caentr.org

The CAE is an equal opportunity employer and is committed to ensuring representation of people from all backgrounds regardless of their gender identity or expression, sexual orientation, race, religion, ethnicity, age, neurodiversity, disability status, or any other aspect which makes them unique. We believe that these differences bring about a breadth of perspective and experience which adds value to our core mission, hence we encourage everyone to apply.

Timelines:

Application Deadline	Friday 10th January 2025
Interviews	WB 20th January 2025
Start Date	WB 10th February