

# Regional Manager, Local Services

## Job description

Together we are help and hope for everyone living with dementia



# Who we are

## Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

## Together we are help and hope for everyone living with dementia.

# Our values

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



### Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



### Trusted expert

We're listening, we're learning and we use experience and evidence.



### Better together

We're open, we combine our strengths and we achieve more together.



### Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

# Regional Manager, Local Services

## Position in the Organisation

Reports to the Head of Local Services and working across a Country or Region  
 Member of our Local Services Leadership team with line management responsibility for a team of Local Service Managers & the Local Communities & Volunteering Lead (in some instances).  
 Part of our Dementia Support and Partnerships directorate.

## Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

Our Local Services offer a range of dementia support, currently including Dementia Advisers, Group Facilitators, Community Development work and Singing for the Brain. They are key to our ambitious plans to grow vital support for people affected by dementia, particularly for people and communities who are currently under served by the Alzheimer's Society.

Working closely with Heads of Local Services and peers, this role ensures strategic alignment across the country or region, as well as ensuring strong operational leadership and management of local dementia support services. The role requires a system leadership approach, working collaboratively internally and externally, and managing key relationships across the geographical area of responsibility in order to ensure dementia is made a priority.

You will inspire our teams to be ambitious in supporting more people affected by dementia with greater impact. You will work with your team and colleagues across the Society to identify opportunities to grow our dementia support. You will ensure clear progress against our equity, diversity and inclusion priorities.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A Trusted Expert who believes in working Better Together and demonstrates true Compassion.

## Key Accountabilities and Responsibilities

- Work closely with Heads of Local Services to ensure strategic alignment across the country or region.
- Develop and lead implementation of a country or regional plan that is aligned to our organisational strategy and directorate plans and priorities.
- Works closely with Heads of Local Services and peers to review workforce and capacity regularly, flexing management support across teams where indicated.
- Accountable for Local Services delivery across the country or region, ensuring that our services meet both internal and external quality assurance requirements.
- Accountable for country or regional financial management and budgets working with Local Service Managers.

- Working with Head of Local Services to ensure voluntary income expenditure across the country or region is strategically aligned.
- Representing Alzheimer's Society with key external organisations, stakeholders and at events, meetings or regional media as required.
- As a leader and role model for a dispersed staff and volunteer team, you will drive forward an inclusive, collaborative and high performing culture, making sure that our values and cultural priorities are embedded.
- Developing and maintaining excellent working relationships with key colleagues across all directorates, playing a key role in cross-team / directorate projects to drive continuous improvement.
- Delegated authority for contract approval and financial sign off will be in line with the approved Alzheimer's Society Schedule of Delegation.

## We are looking for someone who can...

- Ensure the lived experience of people affected by dementia is central to our work in Local Services including co-design, service evaluation and improvement.
- Ensure that progress against our equity, diversity, inclusion and belonging priorities is a key focus across your teams.
- Develop and lead a diverse team of staff and volunteers which is inclusive, collaborative and high performing.
- Celebrate success and address under performance.
- Use data and insight to make evidence informed decisions and plans.
- Identify opportunities to grow our local service reach and impact across the country / region aligned to our strategic priorities.
- Inspire, coach and develop the team.
- Monitor performance of our services against key performance indicators and work with the team and colleagues across the organisation to address areas of concern.
- Plan and lead the successful completion of change programmes.
- Build and maintain internal and external networks to support the delivery of our strategy across the country or region.
- Work with the Local Communities and Volunteering Lead to develop and implement a plan for volunteering across the country or region.

- Travel regularly across the country or region as required and occasionally travel across the country including overnight stays.
- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.

## Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Leadership experience in delivering and developing local services in similar settings	E	A/I
Experience of leading teams to deliver high quality support services across dispersed geographies	D	A/I
Experience of ensuring services are accessible to diverse communities	D	A/I
Coaching skills to develop autonomy in the team	D	A/I
Excellent networking and relationship building skills	E	A/I
Excellent knowledge of relevant compliance and governance requirements, such as data protection and safeguarding	E	A/I
Knowledge and understanding of the health and social care landscape	E	A/I
Knowledge of the commissioning environment and relevant funding priorities	E	A/I
Budget and contract management	E	A/I
Project management skills and experience	E	A/I
Excellent negotiation skills	E	A/I
Experience of influencing, leading and implementing change	E	A/I

Competencies & Personal Attributes	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Excellent communication skills, both verbal and written	E	A/I
Work collaboratively and be able to prioritise your workload effectively and remain solution focussed throughout your areas of work	E	A/I
Works collaboratively, building connections across directorates and teams to find solutions	D	A/I
Be a team player, supporting peers across geographical boundaries and knowing when to ask for help	E	A/I
Strong interpersonal and interpretation skills will allow you to have open jargon-free conversations with the business	E	A/I
Excellent organisational and timekeeping skills	E	A/I
Excellent attention to detail	E	A/I
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves	E	A/I
Be a self-starter and incredibly motivated	E	A/I
Leads by example, inspiring, influencing, and coaching others	E	A/I
Confident in leading through ambiguity and supporting your teams	E	A/I
Committed to driving equity, diversity, inclusion and belonging across their teams	E	A/I
Creates opportunities to involve people affected by dementia in decision making and delivery	E	A/I

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: [careers@alzheimers.org.uk](mailto:careers@alzheimers.org.uk)

# Our benefits



## Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



## Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



## Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



## Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



## Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



## Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave