

Local Services Manager

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

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 of 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.

Local Services Manager

Position in the organisation

Reports to the Regional/Country Manager Local Services.
Line Manages our Dementia support teams.
Member of our Country or Regional Leadership team.
Part of our Dementia Support and Partnership directorate

Purpose of this role

At Alzheimer's Society 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 with dementia and their carers.

In this role you will provide operational leadership and management to our dementia support services, ensuring the delivery of high quality and safe dementia support. You will be responsible for developing and managing local commissioner and place-based relationships. Our Local Services are key to our ambitious plans to grow vital support for people affected by dementia, particularly for people that are under served by our dementia support.

This role requires you to demonstrate systems leadership, working collaboratively internally and externally, to influence for more dementia support, building and maintaining effective relationships with key stakeholders and representing the Alzheimer's Society across your regions

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 Country / Regional Services Manager to develop and deliver the country or regional plan.
- Responsible for all aspects of local service delivery within the areas of direct line management.
- Responsible for ensuring contract compliance including the production of performance reports as agreed with funders.
- Responsible for ensuring services meet both internal and external quality assurance requirements.
- Responsible for good governance locally, including adherence to health & safety, safeguarding and information governance policies.
- Responsible for ensuring completion of mandatory training by staff and volunteers locally.

- Responsible for local service budgets and good financial management.
- Working with Country / Regional Services Manager to ensure that local voluntary income expenditure is strategically aligned.
- Responsible for developing and maintaining key local relationships at a place level.
- Representing Alzheimer's Society with key external organisations, stakeholders and at events, meetings or local media as required.
- As a leader and role model for dementia support teams locally, including staff and volunteers, you will drive 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.
- Ensure the lived experience of people affected by dementia is central to our work in the local area.
- 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.
- Coach and develop their teams to increase autonomy and local decision making.
- Monitor local dementia support service performance against key performance indicators.
- Identify opportunities to develop our local service impact and reach.
- Identify funding opportunities to strategically grow our work.
- Support the writing of grant, tender or fundraising bids in collaboration with others.
- Identify organisations to partner with locally in the delivery of high-quality dementia support.
- Work collaboratively with colleagues across the Alzheimer's Society to make dementia a priority locally.
- Build and maintain strong networks to support the delivery of our strategy locally.

- Work closely with the Local Communities and Volunteering Lead to inform the country or region plan and priorities.
- Travel regularly across the country or region as required and occasionally travel across the country including overnight stays

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Build close working relationships with other colleagues within the Services Team and across the Operations Directorate.
- Build working relationship with external colleagues, within integrated or partnership systems, if required.
- Be responsible for role managing volunteers as required.
- Be responsible and accountable for the delivery of high-quality information, advice and support, including emotional support, across a range of areas. This will empower people affected by dementia to live well with their condition and meet agreed outcomes.
- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Experience of leading, coordinating or supporting others.	A/I
Experience of working in health and social care or transferable experience from related sectors supporting people.	A/I
Experience of coaching, mentoring or supporting others to build confidence and independence.	A/I
Knowledge of, or willingness to learn about, relevant compliance and governance requirements such as data protection and safeguarding.	A/I
Ability to build positive working relationships and develop professional networks.	A/I
Awareness of the commissioning environment and funding landscape, or the ability to develop this knowledge.	A/I
Ability to influence, negotiate and communicate effectively to achieve positive outcomes.	A/I

Competencies & personal attributes	Application (A) or interview (I)
Able to communicate clearly and respectfully, both verbally and in writing, with people from a range of backgrounds.	A/I
Able to work collaboratively and manage a varied workload, prioritising tasks and remaining solution focused.	A/I
Comfortable representing the organisation and the people we support when working with external partners.	A/I
Able to organise your time effectively and meet agreed deadlines.	A/I
Able to maintain accurate records and pay attention to detail.	A/I
Willing to work as part of a team, supporting colleagues when needed and seeking support when appropriate.	A/I
Able to travel independently within the service area.	A/I
Demonstrates a commitment to equality, diversity and inclusion, and respects the experiences of others.	A/I

Committed to continuing professional development both personally, and for your team.	A/I
Committed to driving equity, diversity, inclusion and belonging across their team.	A/I
Creates opportunities to involve people affected by dementia in decision making and delivery.	A/I

Criminal Record Check

This post may 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). Please select the level of Check required for this role:

Basic

Enhanced

Not Applicable

Candidates - If you require further information regarding Criminal Records Check, then please contact: careers@alzheimers.org.uk

Hiring Managers - If you require further information regarding Criminal Records Check for this role, then please contact: Employeesupport@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