

Local Services Manager

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.

Local Services Manager

Position in the Organisation

Reports to the Regional/Country Manager Local Services. Part of the country or regional leadership team. Directly line manages our dementia support teams.

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.

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 strong 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.
- Celebrate success and address under performance.
- 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.
- 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	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Leadership experience	E	A/I
Experience of working in health and social care	E	A/I
Coaching skills to develop autonomy in the team	E	A/I
Excellent knowledge of relevant compliance and governance requirements, such as data protection and safeguarding	E	A/I
Networking and relationship building skills	E	A/I
Experience of ensuring services are accessible to diverse communities	D	A/I
Knowledge of the commissioning environment and relevant funding priorities	E	A/I
Budget and contract management	D	A/I
Influencing and negotiating skills	E	A/I
Experience of working with volunteers	D	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
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
Committed to continuing professional development both personally and for 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
Committed to developing autonomy and enabling local decision making in your teams	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.

Our benefits



Financial Security

- Group Personal Pensions 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
- Bike Loan Scheme
- Season Ticket Loan Scheme



Health & Wellbeing

- BUPA Healthcare Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted Gym Membership with Society Plus
- Lived Experience Networks
- Wellbeing Events
- Bike Loan Scheme



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Early career researchers
- Financial support towards relevant professional qualifications
- Study leave



Family & Dependants

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



Recognition

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



Work Life Balance

- Starting at 27 days annual leave plus bank holidays (pro-rata)
- Career breaks
- Flexible working