

Business Planning and Risk Officer (Dementia Support & Partnerships)

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.

Business Planning and Risk Officer (Dementia Support & Partnerships)

Position in the Organisation

Reports to the Dementia Support & Partnerships Business Manager.
Member of our Practice and Compliance team.
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.

As part of the Dementia Support and Partnerships Directorate Business Management function this role is responsible for the development, monitoring, and continuous improvement of the directorate's planning and risk management processes and systems. Ensuring effective oversight and understanding of directorate and functional level plans, identification of, and management of risks and resource related to our services, corporate partnership functions, and practice and compliance functions.

The role holder will be accountable for the effective and accurate translation of the directorate performance against plans and risks to the Business Manager to support in the business understanding of corporate and strategic 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

- Lead on the development of business planning with responsibility for effectively managing, reporting, and monitoring on progress against directorate and functional level plans, and understanding how these plans translate into the charity's strategic priorities and objectives.
- Effectively monitoring and translating progress, through reports and verbal updates to management and leadership meetings, against the delivery of the plans, raising challenges and successes.
- Responsible for early detection of challenges, resource and capacity issues arising in forward plans, offering solutions, and contributing to directorate improvement planning.
- Providing effective business management support, including monitoring and reporting on the risk registers, at corporate compliance groups which includes our Corporate Safeguarding Group, Corporate Health and Safety Group, and Corporate Information Governance Group. Overseeing the timely completion of mitigating actions/activities in the reduction of risk.
- Working with Managers, Heads of, and Associate Directors to review active and known risks, and to have adequate processes and structures in place for the identification of new risks. Ensuring that organisational risk systems are updated and accurately reflect the correct controls and assurance.

- Work with the Operations Business Manager and relevant AD to respond to requests from across the Society for information including corporate monitoring information for example people management and KPIs.
- Ensure that all directorate risks are well understood by risk owners and suitable plans and mitigations are in place to bring risks within tolerance, and that this is monitored effectively.
- Work with Heads of and Associate Directors to ensure that directorate level planning activities and ambitions have allocated measurable targets which are understood and monitored effectively
- Develop, review and monitor a forward plan of reports and actions covering leadership meetings, committees, Board to ensure that appropriate authors or action owners within the directorate are supported to prepare for and meet relevant timescales. Responsible for collating, and sharing relevant reports and action updates to relevant Personal or Executive Advisors in advance of meetings.
- Contribute to the successful early planning, coordination, and communication of findings of internal audits applicable to the Dementia Support & Partnerships Directorate. Work with relevant Heads of, and Associate Directors to monitor improvement plans.

Other Tasks

- Presenting to leadership and management meetings as required, and supporting conversations that drive decision-making and approvals.
- Build, on behalf of the team, effective, inclusive and mutually supportive relationships with key stakeholders and team, including Strategic Planning and Resources.
- As required support in overseeing, designing, implementing, and monitoring of business processes required by the directorate including covering for the Business Planning Officer activities and responsibilities when necessary.

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)
Experience and knowledge of working within the charity sector.	D	A
Experience of leading a project management role for complex and multi-faceted projects, working collaboratively across teams and functions.	E	A/I
Demonstrable experience of collating and analysing individual and team priorities and activities, and formulating a single team/directorate level or departmental business/activity plan.	E	A/I
Demonstrable, relevant experience of monitoring plans and working with others to deliver against planned milestones.	E	A/I
Experience in overseeing risk plans/registers, successfully creating an environment to explore and recognise new risks, mitigating actions and action plans.	E	A/I
An excellent working knowledge of Microsoft Office/Teams/Excel. Able to expertly navigate and create spreadsheets, and confidently familiarise with databases as required.	E	A/I
Experience of analysing and using data and business related insights to inform planning, assess milestones, and identify performance.	E	A/I
Demonstrable analytical thinking and business insight related to a frontline services/practice related field.	D	A

Competencies & Personal Attributes	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Work collaboratively and be able to prioritise your workload effectively and remain solution focussed throughout your areas of work.	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 attention to detail, methodical and able to innovate, finding creative and engaging ways to oversee plans and risks.	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
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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