Services Development 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.

Services Development Manager

Position in the organisation

Reports to the Senior Dementia Support Line Development Lead.

Line Manages the Dementia Support Line Services Development Officer.

Member of our Universal Services 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 advisers, supporters, fundraisers, researchers, influencers, communicators, technical specialists 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.

Universal Services provides national, accessible support for people affected by dementia, helping ensure they can access timely and tailored information and support when they need it. Within this wider offer, the Dementia Support Line plays a vital role in delivering compassionate, person-centred support primarily by telephone, through both inbound and outbound calls, as well as by email, ensuring we deliver high-quality services that make a meaningful difference to people's lives.

Available seven days a week, the Dementia Support Line is a national service providing support to people affected by dementia and is central to our strategic ambitions to reach more people affected by dementia and deliver greater impact for them.

This role leads the development, testing and implementation of future Dementia Support Line and Universal Services support models, supporting Alzheimer's Society to increase its reach, impact and accessibility for people affected by dementia.

Working closely with the Senior Dementia Support Line Development Lead, the postholder will use insight, evidence, technology, partnerships and co-design approaches to identify opportunities for innovation and service development. They will lead pilot activity, evaluate outcomes and support the development of scalable, evidence-based models that inform the future direction of dementia support services.

Working closely with technology, product, data, supplier, operational and partnership colleagues to develop future service models and support offers, this role is focused on forward-looking service development and innovation, rather than day-to-day operational service delivery.

The role will maintain a strong external view of emerging practice, technology, partnership models and sector developments, using this insight to help future proof our services and ensure our support offer continues to evolve in line with changing need, expectations and opportunities for innovation.

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 who demonstrates true **Compassion**.

Key accountabilities and responsibilities

- Lead the design, development and implementation of new service models and support offers which deliver impact outcomes for people affected by dementia.

- Manage test-and-learn activity, pilots and proof-of-concept projects to evaluate and develop effective delivery approaches aligned to the service's strategic vision

- Drive continuous improvement across the service by leading the development and implementation of effective systems, processes, workflows, reporting, access routes, functions and service models.

- Interpret and evaluate service data, feedback, research and sector insight to identify development and innovation opportunities that improve outcomes and impact for service users.

- Identify opportunities to increase service reach, accessibility and efficiency, presenting clear, considered recommendations and options to senior leaders.

- Lead, line manage and develop the Services Development team building capability, confidence and accountability by embedding a values-led high-support, high-challenge culture focused on resilient, reliable, sustainable and impactful service

- Lead inclusive co-design activity with people affected by dementia to shape service changes and improvements, using feedback, evidence and evaluation to assess impact against strategic goals.

- Develop and manage operational relationships with external partners, technology providers, health and social care organisations and academic institutions to identify opportunities for collaboration, innovation and service development.

- Support partnership opportunities from development and testing through to embedding and operational handover.

- Maintain a strong external view of emerging technologies, partnership models and sector trends, translating insight into practical recommendations that future-proof the service and support strategic development

- Lead end-to-end service development projects in line with project management principles, applying methodologies and frameworks that ensure strong planning, governance, evaluation and learning.

- Translate service data, evidence and learning into clear reports, insight papers and recommendations that support strategic decision-making, prioritisation and future service planning.

- Undertake any other duties or projects appropriate with the nature and grade of the post as required.

We are looking for someone who can...

- Lead with an impact mindset, with a broad service view, contributing to shared service outcomes for people affected by dementia.

- Apply organisational policies and procedures confidently and consistently, escalating risks and seeking specialist advice when required.

- Champion equity, diversity, inclusion and belonging by ensuring service development activity is inclusive, accessible and responsive to the different needs of people affected by dementia.

- Work evenings, weekends and bank holidays as part of a planned rota arrangement, and travel in line with the responsibilities of the role, including occasional overnight stays.

- Demonstrate curiosity and sound judgement in understanding information, identifying themes, gaps, pressures or emerging risks, and escalating concerns appropriately.

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- 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.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.

Person specification and selection criteria

Skills and knowledge

Skills and knowledge	Application (A) or Interview (I)
Experience of designing, developing or improving services in a helpline, contact centre, health, social care, charity or comparable service environment.	A/I
Strong project management experience, with the ability to apply appropriate methodologies and frameworks to ensure effective planning, governance, delivery and evaluation.	A/I
Able to gather, analyse and interpret qualitative and quantitative data from a range of sources and translate findings into evidence-based recommendations	A/I
Experience of horizon-scanning across sector trends, innovation, technology and partnership opportunities, translating insight into practical improvements and future-focused recommendations.	A/I
Experience of developing business cases, proposals, insight papers and recommendations that support investment, prioritisation and decision-making.	A/I
Able to work collaboratively with colleagues, stakeholders, external partners, service users and people affected by dementia by applying knowledge of co-design principles.	A/I
Ability to build effective relationships with colleagues, stakeholders, external partners, technology providers, health and social care organisations and academic institutions.	A/I

Understanding of safeguarding, information governance, data protection, service quality, compliance and risk	A/I
Experience of leading remote or dispersed teams, with a strong focus on engagement, wellbeing and communication.	A/I

Competencies and personal attributes

Competencies and personal attributes	Application (A) or Interview (I)
Compassionate and confident people leader who balances support, accountability and expectations to improve outcomes for people affected by dementia.	A/I
Forward-looking service development mindset, with the ability to turn strategic intent into practical, scalable and evidence-based service models.	A/I
Strong initiative, judgement and prioritisation, with the ability to manage multiple workstreams, demands and deadlines knowing when to escalate risks, issues, dependencies and barriers appropriately.	A/I
Creative, curious and solution focused, with confidence identifying innovative responses to complex service challenges.	A/I
Confident communicator who can hold constructive conversations and explain expectations clearly.	A/I
Collaborative and influential, able to work across teams and functions to build shared ownership of improvement and innovation.	A/I
Highly organised, able to manage competing priorities, maintain attention to detail and deliver through others where required.	A/I
Passionate about understanding and applying emerging technology, including AI, to improve ways of working and personal development	A/I
Compassionate and inclusive, keeping the voices and experiences of people affected by dementia central to decisions about development, quality and impact.	A/I
Adaptable and resilient, comfortable working with ambiguity, testing new approaches, learning from experience, maintaining confidence and composure when handling sensitive or complex issues with the ability to embrace and support change and continuous improvement.	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**

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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