

Job Title:	Director of Services
Hours	24 hours per week. Flexible working required including weekends
Salary:	£40k – 50k FTE

Director of Services

Reaching Higher is currently seeking a Director of Services to support both the Managing & Executive Directors, and lead on managing and driving all operations, strategic development, and risk management related to service delivery. We are looking for an enthusiastic, knowledgeable, and experienced leader who has a heart to see young people thrive. The successful candidate will demonstrate a proven track record in leading large teams to an excellent standard, effective financial budgeting, value-driven leadership, and experience in providing strategic insight and analysis to support business development.

Purpose of this Role

This is brand new role which represents a key element of our growth strategy. The purpose of the job is to be responsible for and lead operational, service and practice management, performance and controls, and to develop Reaching Higher services as we expand beyond Croydon. The post holder will also support the marketing and growth ambitions of the organisation. They will be accountable for safeguarding across their services and achieve quality and excellence through a continuous improvement and quality assured approach.

About Reaching Higher

Reaching Higher is a youth organisation which works with over 2000 young people aged 10-21 each year across Croydon and surrounding boroughs. Developed in partnership with local churches, we are a youth-led charity with a Christian ethos and this role is restricted under basis of faith. We have a particular emphasis on providing mentoring support to young people and supporting their development as leaders. We have established strong links with key local, London and UK-wide organisations and our approach leads us into regular working contact with partner schools, community groups and churches.

Please see our job specification table below for more information.

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • A thorough knowledge of good practice and legislation in relation to safeguarding, youth work or school provision and outcome management. • Demonstrable evidence of effective supervision and management of projects or teams and staff, including evidence of service development, information management, safeguarding children and adults, HR and budget management. • Evidence of managing multiple complex services and team • Evidence of working strategically at senior management levels. • Evidence of identifying and correcting any failing services or aspects of services, in terms of quality and safeguarding. • Knowledge and understanding of the needs of vulnerable service users of all ages, combined with an awareness of the particular needs of diverse ethnic communities. • Strong knowledge and experience of implementing legislation, policies and evidence-based practices • A strong understanding of day to day operational issues facing youth projects and youth charities • Computer literate, including project management tools, data base and Office programmes • Strong team working approach with the ability to handle varied and multiple tasks simultaneously (including flexible working, working independently, excellent time keeping, record keeping and organisational skills). 	<ul style="list-style-type: none"> • Experience of partnership working with YOS • Educated to degree level • Experience working within the criminal justice system • Experience in and knowledge of lone working safe practice • Confidence in working with statutory services and local inter-agency collaborations • Experience in managing quality assurance for a large organisation • Stakeholder and Community Engagement (Outreach & Inreach)
Skills	<ul style="list-style-type: none"> • Ability to work well independently and within a team, to plan and manage a complex workload and meet deadlines, problem-solve and respond to unplanned demands. • Excellent interpersonal skills with the ability to exercise sensitivity, diplomacy and confidentiality and to build trusted relationships. • Excellent communication skills orally and in writing, with a proven understanding of the absolute importance of effective and purposeful communications internally and externally. • The ability to inspire young people to pursue long-term change. • Ability to develop and manage Reaching Higher’s services in response to the changing political and policy environment • Effect budget planning and management • Strong negotiating skills • Attention to detail and a high level of accuracy. • High level of literacy and IT competency 	<ul style="list-style-type: none"> • An understanding of developing and managing outcomes-based monitoring and evaluation and use advanced monitoring systems.
Personal Qualities	<ul style="list-style-type: none"> • Open mind set, interest in learning and personal development. • Commitment to working with and supporting staff, young people and communities. • Strong work ethic, results-motivated and solutions-focused • Ability to work on own initiative, be pro-active, consider implications and make decisions. • Capable of working to tight deadlines 	<ul style="list-style-type: none"> • Local knowledge of and/or networks in Croydon or the ability to develop this knowledge and insight if appointed.

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| | <ul style="list-style-type: none">• Ability to take an agile, flexible and responsive approach to management and delivery.• Willing to strive for quality and excellence, setting high goals and committed to continuous improvement.• Commitment to equality and diversity and an understanding of how to promote them in your work. | |
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