

Role summary

Role:	Head of Services (including Regional Manager responsibilities)
Location:	Home based with travel and flexible working expected
Hours:	35 hours per week – 9am to 5pm, Monday to Friday
Contract:	Permanent (subject to funding)
Reporting to:	Chief Executive Officer
Date Prepared:	July 2021

We are recruiting a Head of Services to oversee management of our Helpline as well as have oversight of FCN volunteers and Support Officers across England and Wales.

You will also have Regional Manager responsibilities, helping to build, support and establish sustainable healthy local FCN volunteer groups. Your role will include supporting FCN volunteer groups as well as providing models of best practice that can be shared more widely with FCN staff and other Regional Managers.

Key purpose:

- Working as a pivotal member of senior management within a small team, this role is central to ensuring that FCN is able to continue the development of its services, governance and internal structures whilst ensuring day-to-day operations remain compliant, responsive and efficient.
- At a strategic level, the Head of Services will work with the CEO to define the key business processes which support FCN's strategic direction, whilst maintaining functional responsibility and management over Helpline Services, volunteer outreach support, compliance, health and safety, safeguarding and GDPR requirements. At times the Head of Services may be asked to deputise for the CEO.
- FCN has grown as an organisation in terms of beneficiaries and the number of volunteers, which is now over 400 individuals who help in various roles. The Head of Services along with Regional Managers and Support Officers and will have responsibility and management of safeguarding volunteers and clients which is a key priority for FCN.
- You will also be supporting, motivating and inspiring volunteer groups in your region and helping to develop the reputation of FCN across the area.

For a copy of the complete job description including essential criteria please email debbie@fcn.org.uk.

To apply for this role please send a CV and an expression of interest letter highlighting how you meet the criteria **by 1 August**.

Please note Support Officer and Development Officer roles will be advertised following appointment of management roles and positions.