

Role Profile

Role	Service Delivery Lead	Location	Homebased, North West however frequent travel will be required for this role for team meetings or other work related meetings including occasional overnight stays for training or national meetings
Accountable for	Service Delivery Coaches and service delivery teams across the North West locality	Accountable to	Associate Director – North West
Core Anchor Level	Ensure	Travel	Frequent travel will be required as part of this role (may include team meetings or other work-related meetings including occasional overnight stays for training or national meetings).
DBS check	Not Required	Salary Grade	£30,780 per annum (inner London weighting £2,370 per annum or outer London weighting £1,365 per annum may be applied in accordance to where you live) Grade F
Contract Type	Permanent	Hours	21 hours per week

Overall purpose and impact

Responsible for the effective delivery and continuous improvement of high quality stroke support services within the North West. Working with the Health and Social care systems to enable stroke survivors and their carers to receive the best possible support to rebuild their lives after stroke.

Compliance assurance of services against organisational and contractual policies and procedures.

Ensure services are delivered in line with the charity's values and guidelines and to meet local commissioners requirements.

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Increase the reach of our services through systems engagement and influencing, with a focus on reducing health inequalities in relation to access to life after stroke services.

Responsibilities	Measured through delivery of
Gathering and providing local intelligence and insight to influence local and national plans and strategies. Adapting a flexible and agile approach to working that enables effective prioritisation of plans and workload.	Service delivery element of locality Objectives
Responsible for marketing of our services in the locality with the aim of increasing reach, with a focus on addressing health inequalities, where gaps in the local stroke provision have been identified. Responding to opportunities for service growth.	Delivery of services within locality
Ensure capacity for delivery of services by building and leading an effective team identifying and addressing capability and capacity gaps.	Delivery of services within locality People satisfaction survey
Act as a credible system leader within the local stroke pathway, by building and maintaining relationships with key stakeholders and supporting conversations around funding and decision making that will impact on the local stroke population. Work collaboratively with colleagues to manage external relationships and reputation.	Effective stakeholder relationships Involvement in local stroke pathway meetings
Build and maintain relationships with peers within the organisation and across different teams to offer peer support, and shared learning.	Locality plans 360 feedback and 1:1s
Ensuring the voice of lived experience shapes our work, gathering experience and insight of our support services	Evidence of activity 360 feedback and 1:1s

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and wider stroke experience to improve support provision. Working collaboratively with colleagues to feed this insight into the continuous improvement and development of services.	
Leading on contract negotiation, renewal of bids and tenders in collaboration with other teams across the organisation. Ensure contract compliance in line with organisational policies.	Reach of service provision Maintenance of existing services
Responsible for the internal and external monitoring and reporting for service delivery, ensuring services are delivering against their national and local key performance indicators. Empowering staff to take ownership of their service and personal objectives.	Quarterly commissioner reports Internal reports via database
Responsible for the overall compliance of organisational and local policy and procedures. Maintaining oversight of complaints and safeguarding issues for the services staff.	Quarterly commissioner reports Complaints tracker Completion of safeguarding/accident/incident reports Risk assessments
Deputise for the Associate Director, including representing the Stroke Association in a wide variety of settings. Supporting organisational priorities as required.	360 feedback and 1:1s
Responsible for the effective financial management of the services, including budgeting, reforecasting and financial control.	Annual budgets Finance compliance reports
Build high performing and collaborative teams and culture. Champion and embed our values. Empower teams to take responsibility for own training, support and supervision, creating a positive leadership environment.	Objectives 360 feedback and 1:1s People satisfaction survey

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Work with colleagues to provide leads on opportunities for additional income, and support with local information for applications for funding/donations	Evidence of activity
Prioritise opportunities for personal development, ensure mandatory training compliance.	Learning system 1:1s

Person Specification

1. Management experience in relation to service delivery, ideally across a large geographical area with distributed teams
2. Experience of working in partnership with other organisations for example in health and social care/the NHS
3. Experience of leading high performing teams, growing and developing staff, volunteers and teams.
4. Experience in setting and managing budgets
5. Strong understanding of systems leadership and influencing principles.
6. Knowledge of health and social care systems, including the commissioning process
7. Experience in developing services, including co-production with those with lived experience
8. Experience of contract negotiation and management
9. Knowledge of key policies including General Data Protection Regulation (GDPR), Safeguarding and health and safety, as well as experience in ensure team compliance of these
10. Experience of addressing health inequalities and championing diversity internally and externally.
11. Ability to effectively balance a number of competing priorities, an agile and flexible approach to workload, and balanced decision making skills
12. Excellent IT skills
13. Excellent communication skills, including confident public speaking skills