

Job Description

Head of Support (Permanent Contract)

Location: 446 Fulham Road, London SW6 1DT, but required to visit other Stoll developments and properties.

Responsible to: Director of Support and Tenant Engagement

Responsible for: Support Services across Stoll and with partners: Supported Housing Manager, Support Services Manager, Community Connections Manager.

Salary: Approx £60K

Role purpose:

A member of the Senior Management Team providing management and direction to the organisation to deliver its strategic objectives.

A member of the Senior Management Team providing management and direction to the Support Services to deliver The Stoll Foundation's strategic objectives. This role is to provide operational oversight of tenant support and engagement services, ensuring vulnerable veterans are empowered, well-supported, and actively involved in shaping the services they receive. The role is central to fostering inclusive communities, improving tenancy sustainment, and enhancing resident wellbeing through collaborative, person-centred approaches.

To manage all Support Services across Soll, plus outreach services with partners.

Key responsibilities:

- Responsible to the Director of Support and Tenant Engagement for providing leadership and management of the Support Team in the provision of person-centred services, plus ensuring tenants are actively engaged in line with our Beneficiary Involvement policy.
- Implemented strategic objectives that align with our organisational goals. Ensuring that agreed outcomes are met, while actively monitoring progress.

- Present regular management information and detailed reports on key performance indicators, providing insights to guide decision-making and enhance service delivery. Foster a culture of accountability and continuous improvement, driving our mission to provide quality supported housing solutions for the community.
- Act as Safeguarding Lead.
- Deputise for the Director as required.

Staff Management

- Manage, develop and support the Support Team, including undertaking regular one-to-ones and performance reviews in accordance with Stoll's policies and procedures.
- Ensure that staff are recruited, inducted, trained to enable the delivery of quality services.
- Coach and support staff and tackle issues of poor conduct or performance in accordance with Stoll's policy and procedures.
- Ensure the Support Team provide an effective, high quality, customer focussed service to our beneficiaries.
- Maximise own personal development.

Management of Support Services

- Take on a strategic lead with other agencies including housing, health and social care professionals as required.
- Manage and maintain services in accordance with the principles and practice of equality and diversity.
- Ensure Support Plans and Risk Assessments are undertaken in line with Stoll's policies and procedures.
- Ensure that there is a menu of health and wellbeing services provided, in consultation with beneficiaries.
- Ensure beneficiaries are involved in the design, delivery, and monitoring of services.
- Support the Director in undertaking a review of Support Services.
- Oversee the assessment of applicants on the waiting list for housing and support at Stoll. This includes monitoring progress.
- Ensure that each scheme is well managed, and staff cover is provided when necessary.
- Ensure any risks or significant concerns are escalated as required.

- As a member of the Senior Management Team contribute to the strategic vision and direction of Stoll, working proactively to ensure that services meet the changing needs and demands of the ex-Service community.

Beneficiary participation and engagement

- To ensure that beneficiaries have an active voice in the design, delivery and evaluation of the services offered by Sir Oswald Stoll Foundation.
- Support, encourage and facilitate beneficiaries to be involved in decision making, to the extent that they wish to participate and to be able contribute to improvements in service delivery.
- Work in a proactive manner with any residents' groups, including any Residents Association, to support tenant engagement

Financial management and control

- Work with the Director to set budgets and manage services within agreed budgets.
- Provide data and monitoring for grants, plus reports such as for embedded staff .
- Ensure that good welfare benefits advice is offered to tenants, using partner agencies where appropriate.

IT, record keeping, data management

- Ensure tenant/service user files, reports and other written documents are accurate, kept up to date and that service users and staff confidentiality is maintained at all times.
- Work with Business Services to ensure that appropriate IT systems are in place for the use of all staff in the Support team.
- To lead on the collection and presentation of relevant data .
- Work with the Director to ensure that the database is fit for purpose and meets the needs of the business.
- Ensuring that Support staff maintain accurate and up to date records at all times.

Quality and regulatory compliance

- Support the process of setting performance targets and objectives for the Support Services and undertaking regular review through Delivery Plans and staff/day-to-day management.

- Understand the legal framework in which Stoll provides housing and support.
- Write and implement policy as required.
- Support effective safeguarding and provide reports as required.
- Work in accordance with the requirements of any regulatory body under which Stoll operates in respect of the provision of housing services.
- Continuously look to improve the quality of services, responding positively to customer feedback and complaints.

Health and Safety

- Implement and monitor Health and Safety Policy and practice throughout Stoll's housing provision, to ensure a safe environment for tenants, residents, contractors, staff and visitors and compliance with legislative regulations.
- Implement Stoll's Health and Safety Management System in relation to Stoll's housing schemes.
- Contribute to Stoll's emergency planning, participate on the Emergency Management Team and take part in the on-call rota.
- Maintain records in accordance with Stoll's Health and Safety Management System.
- Provide reports and information as required.

Equality and diversity

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account of individual needs and requirements.

Other

- Carry out any other duties as required by the Director
- Act in a professional manner whilst on duty and when representing Stoll.

Person Specification

Head of Support and Tenant Engagement

1. Significant experience of managing and leading Support Services at a senior level, working with adults.

2. Significant experience in the involvement of beneficiaries.
3. Experience of managing staff, including dispersed staff teams.
4. Track record of developing teams and services.
5. Experience of performance monitoring of the key performance indicators related to Support.
6. Proven experience in Budget management and financial oversight.
7. Experience with safeguarding responsibilities and the ability to act as the Safeguarding Lead.
8. Experience/knowledge of the issues facing the ex-Service community.
9. Excellent communicator.
10. Aptitude and ability to work under pressure.

Core Competencies

Customer focus

- A passion to support vulnerable Veterans
- Understands the challenges faced by ex-Service men and women
- Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

Communication

- Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
- Informs colleagues of successes, challenges and developments

Team working

- Works well with Colleagues, Trustees, Residents and external stakeholders
- Applies the spirit of “mucking in”, helping colleagues when needed

Support of Equality and Diversity

- Treats all people with respect
- Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

Delivers a High Quality of Work

- Produces accurate, thorough, and professional work
- Plans and manages own work load, working flexibly to meet changing work priorities and demands

- Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Delivers tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises Stoll IT systems to manage emails, calendars and data effectively

Commitment to Health & Safety

- Understands how to work safely
- Understands how to respond to a safeguarding incident and reacts accordingly
- Manages their own health and wellbeing, recognising when to ask for extra support

Management & Leadership Competencies

Leadership

- Inspires others, developing and sustaining motivation and pride in our work
- Delegates work appropriately and looks to empower colleagues at given opportunities
- Communicates effectively in a manner which involves colleagues
- Follows policy and procedures and encourages others to do so

Managing Performance

- Sets and reviews clear, challenging and achievable objectives with both teams and individuals
- Recognises areas of concern and identifies and delivers solutions
- Applies Stoll's HR Policies & Procedures effectively

Managing Resources

- Identifies needed resources and contributes to the process of trying to secure them
- Manages costs and resources effectively

Managing Change & Quality

- Leads the process of planning change and new projects in a manner which is clear and accessible – and follows those plans

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: