

## JOB DESCRIPTION

**JOB TITLE: Director of Support Services**

**LINE MANAGER: Chief Executive Officer**

**MANAGEMENT RESPONSIBILITIES: Support Services Managers (HR, Finance, Fundraising and Learning and Development)**

### **PRINCIPAL JOB PURPOSE:**

The Director of Support Services will be responsible for the strategic coordination and development of Support Services HR, Finance, Fundraising and Learning and Development within TGP Cymru. They will have key line management responsibilities for the services and will ensure that each service's standards, aims and objectives and key outcomes are achieved.

The Director of Support Services will take lead responsibility on identified areas of work and develop and maintain these in line with TGP Cymru policies and procedures and reporting to the Chief Executive Officer.

The Director of Support Services will contribute to the strategic development of TGP Cymru, as well as identifying and developing opportunities that bring benefit to the organisation.

### **DUTIES & RESPONSIBILITIES - Specific to this post**

1. Designated General Data Protection Regulations Officer.
2. Deputise for CEO as and where required
3. Strategic coordination and development of Support Services – working closely with TGP Cymru's Senior Management Team - including monitoring and evaluating areas for performance, quality and compliance.
4. Undertake recruitment and complete probation reports for Head Office Support Services Managers in line with TGP Cymru's Recruitment Procedures and Equal Opportunities Policy.
5. Manage and appraise Head Office Departmental Managers ensuring that practice is consistent with TGP Cymru's policies and legal requirements and ensure that Support Services staff are satisfactorily supported in the absence of Support Service Managers.
6. Work with Support Service Managers to develop and manage their annual plan and

budget ensuring compliance with TGP Cymru's administrative policies and procedures.

7. Monitor the work of Support Services against agreed performance indicators and standards and take any necessary action where the performance is below agreed indicators and standards.
8. Strategic coordination of workforce development of Support Services staff including one to one support and appraisal.
9. Ensure that representations and complaints related to Support Services staff are responded to speedily and resolved locally and informally where possible. To act as investigating officer under these procedures. Undertake disciplinary investigations and hearings where necessary and to deal with grievances in line with TGP Cymru's Disciplinary and Grievance procedures.
10. Provide support in the preparation and submission of tenders.
11. Assume joint responsibility, as a member of the Senior Management Team, for the proper management of resources within the organisation's budget and lead on specific areas of responsibility as identified by the SMT i.e. policy, IT, H&S etc.
12. Take a strategic lead on areas of work agreed with the CEO and ensure they are delivered in a timely and effective manner, in line with TGP Cymru's policies and procedures and reported back to SMT.
13. Develop opportunities for initiatives that benefit TGP Cymru from both a strategic and an operational perspective.
14. Promote equal opportunities and anti-discriminatory practice through the work undertaken in the post.
15. Represent the organisation across a range of fora and events, contributing to wider national policy discussions.
16. To represent the organisation on the Pension Board
17. Such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.

## **WORKING CONDITIONS**

### **18.5 hours per week (3 days) flexible**

In order to provide a service that is available and accessible and to meet the needs of TGP Cymru, some work outside of office hours is necessary requiring a flexible approach to the working week. Occasional weekend work and occasional stay away from home overnight to attend meetings, conferences or training may be required

Travel to various locations requiring a full driving licence and access to transport.

<h2 style="margin: 0;">PERSON SPECIFICATION</h2> <p style="margin: 0;"><i>(Specific to this role)</i></p>
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*When completing your application form, please ensure you include evidence of how you meet all the essential criteria/requirements outlined. If you meet any of the desirable requirements, please also include evidence of this. Before completing the application form, you should ensure you read:-      \*'Guidelines for completing the application form'*

	ESSENTIAL/ DESIRABLE	HOW MEASURED Application Form (A) Interview (I) Documentation (D) Test (T)
<p><b>QUALIFICATIONS</b></p> <p>A professional qualification in a related discipline – i.e. Finance, HR, Fundraising or Training</p> <p>A Management qualification</p>	<p>D</p> <p>E</p>	<p>A - D</p>
<p><b>EXPERIENCE</b></p> <p>Experience of working in a charitable organisation</p> <p>Leadership and people management including direct line management across multiple and diverse projects / services</p> <p>Managing resources including complex budgets</p> <p>Managing performance</p> <p>Managing change</p> <p>Identifying and developing new and innovative methods of working</p> <p>Building strong and enduring relationships with a wide range of partners.</p>	<p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A - I</p>
<p><b>SKILLS / ABILITIES</b></p> <p><b>Self Management</b> – Demonstrates key self-management skills including personal responsibility, emotional intelligence, stress resistance, communication, problem solving, flexibility,</p>	<p>E</p>	<p>A-I</p>

<p>resilience and time management</p> <p><b>Leadership and Management</b> - Demonstrates TGP Cymru's values; inspires people and provides direction and clarity so that staff are highly engaged and motivated to deliver to the best of their abilities even through challenging times.</p> <p><b>Managing Change</b> - Demonstrates support for innovation and for organisational changes; seizes opportunities to influence the future direction of an organisational unit or the overall business; helps employees to develop a clear understanding of what they will need to do differently, as a result of changes in the organisation; helps individuals and groups manage the anxiety associated with significant change.</p> <p><b>Managing Resources</b> - Demonstrates the effective management of human resources; effectively manages and oversees the budget and other financial resources; ensures transparency, protection, and accountability.</p> <p><b>Performance Management</b> – Demonstrates a sound understanding of management of services including risks and financial management; takes accountability for driving excellence and delivering results; applies a continual focus on performance and improvement within the context of increasing efficiency and improving productivity</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A-I</p> <p>A-I</p> <p>A-I</p> <p>A-I</p>
<p><b>OTHER</b></p> <p>Full Driving licence</p> <p>The ability to speak Welsh</p>	<p>E</p> <p>D</p>	<p>A - I</p> <p>A - I</p>