

<b>Job Title:</b>	Director of Quality and Development
<b>Reports to:</b>	Chief Executive Officer
<b>Accountable to:</b>	Head of Engagement
<b>Contract Term:</b>	(Full time, 37 hours), you may be required to work outside of normal office hours, at evenings and weekends.
<b>Location:</b>	LNER Stadium, Lincoln, LN5 8LD
<b>Salary:</b>	£31,500 - £37,800 per annum
<b>Closing Date:</b>	13.06.2022

### Job Purpose

Lincoln City Foundation is committed to creating and providing opportunities that inspire and empowers individuals and communities to develop and improve their physical, social or mental well-being.

As part of the executive management team, the Director of Quality and Development will play a pivotal role in delivering and achieving the Foundation's five-year strategy, acting as an accountable line of communication, direction and challenge from and to the multi-level management team, and the CEO and Executive Board of Trustees.

The charity will continue to make a difference, by delivering targeted services. We will identify where we can make the greatest difference by focusing our efforts on our four long term objectives:

- Delivering and supporting Education and Employability opportunities for all
- Providing many Sports and Physical Activity programmes across the region and signposting others
- Encouraging and promoting good physical health and mental wellbeing
- Stimulating opportunities for positive social change, by bringing people together and being at the heart of growing and diverse communities.

As a member of the charity's executive management team, the Director or Q&D will be expected be responsible for:

- Championing and managing the performance of the organisation's strategic principle; Business Excellence, Visibility, Sustainability and Impact
- Embedding the organisation's Values and Behaviours into the team and the operational ethos of the charity
- Supporting the compiling of organisational budgets, with viable options and resources for growth and development plans, and executing strategic plans to maximise opportunities
- Creating and implementing operational strategies to increase diverse activities and resilient income generation for enabling longevity or legacy of provision
- Provide leadership, strategic direction through mentoring of the Heads of Department and their teams in conjunction with other business functions

- Leading on executive Equality, Diversity and Inclusion, project implementation and other such projects for continuous improvement or transformational change
- Deputising for the CEO where and when required, acting as an advocate for Lincoln City Foundation.

## Key Responsibilities

The main duties of the role are:

### Project Implementation and Business Development

- To deliver and achieve long-term strategic goals as set out on the organisation's five-year strategy
- Explore opportunities for new projects, or extension and/or sustainability of existing programmes, aligned with strategic and charitable objectives and the needs of communities
- Secure funding and investment, from multiple streams to build capacity, resilience and surplus for re-investment
- Implement projects from initial concept through to operational handover to the Head of Business Operations
- Maintain continuous personal development and maintain up to date knowledge of the local, regional and national funding aligned with strategic objectives of the charity
- To attend relevant meetings, workshops, conferences and to keep up to date with any changes in legislation and key developments affecting our work, staying connected, building robust cross sector relationships to ensure the organisation is informed on the challenges facing Lincolnshire, and how the charity can contribute
- Display professional leadership to the workforce to champion quality, impact and evaluation
- Line manage the Head of Engagement, driving forward the organisation's communications, marketing and fundraising strategies, raising the profile of the charity and aligning a consistent Lincoln City voice
- To build positive relationships with key partners, promoting work from across the organisation to increase business development opportunities
- Achieve business targets and preparing milestones and profiling, reports and forecasts when requested or required to do so
- To innovate and continuously improve systems for performance, increased productivity and overall business efficiency
- Lead or assist (where required) in the evaluation of projects, or on feasibility studies, providing information to be used as a toolkit for colleagues to promote the work of the charity and our impact
- Joint monitor business performance alongside the executive team colleagues in Finance and Business Operations
- Contribute to the organisation's budget management, projection and resilience, meeting targets as set by the CEO and board of Trustees.

### Governance & Quality Management:

- Ensure compliance with the company quality systems
- Identify, communicate, and escalate quality and compliance risks
- Champion data collection and evaluation – reporting
- Lead of Impact and Evaluation, including the production of an annual Impact report
- EDI report – other annual reports

- Plan, direct and, as necessary, conduct internal & external compliance audits to assure compliance to company policies and procedures
- Offer operational direction on matters that have a wider organisational impact, including recruitment, policy and quality/reputation
- Identify, communicate, and escalate quality and compliance risks in a timely manner
- Driving and improving the QA

**Human Resources:**

- Support and drive the organisation's workforce strategies, specifically around wellbeing, learning and development, succession and retention planning
- Assess and address any required CPD and provide regular monitoring and evaluation through performance management methods
- Manage the overall requirements of staff levels and other resources to ensure production and operational capacity is planned and sufficient to meet demands
- Develop and motivate teams by implementing and facilitating training and aligned to business objectives

**Participant led:**

- Operate across the organisation to identify links and pathways for individuals to other Foundation programmes
  - Liaise with the department Designated Safeguarding Officers and Executive DSO to report welfare and safety concerns, ensure reports are followed up accordingly
  - Working with the Marketing and Communications team to celebrate and promote the education programme through a variety of media channels ensuring that all marketing is within brand guidelines
- Provide direction and leadership to managers and the wider workforce to ensure the objectives of excellent service levels and quality are delivered to customers

**General Responsibilities**

- Compliance with all Lincoln City Foundation policies and procedures
- To observe and adhere to the organisational Code of Conduct, safeguarding commitment and the equal opportunities strategies of Lincoln City Foundation
- To undertake such other duties as may be reasonably expected
- To maintain professional conduct at all times
- To undertake CPD as necessary in line with development of the role and required by the Foundation
- The marginal functions of this position have not been included. All employees are required to follow any other job-related duties required by their line manager which are relevant to the role and achieving the Foundation's objectives.

**Person Specification**
**Education/Qualifications**

Educated to degree level in a relevant subject area

Essential

Recognised project management qualification, or relevant experience, minimum 3 years	Essential
Recognised qualification in HR or Health and Safety, or willing to work towards	Desirable
<b>Knowledge and Experience</b>	
Experience of working at a senior management level	Essential
A hands-on management approach, able to interact well with the shop floor but also at board level	Essential
Experience in programme management in a similar area, or in the charitable sector	Desirable
Experience of driving impactful and meaningful projects for individuals, where successful evaluation is not always about income or mass participation	Essential
Experience of supporting business transformation/change management including leading projects for continuous improvement	Essential
Knowledge of the challenges facing Lincolnshire in sectors aligned with our strategic objectives	Desirable
Experience of budget management, monitoring and forecasting	Essential
Experience of developing relationships with a wide range of internal and external partners at all levels	Essential
<b>Skills and abilities</b>	
A strong people manager with positive communication skills who can inspire and promote teamwork	Essential
A hands-on management approach, able to interact well with the shop floor but also at board level	Essential
A proven track record of managing team workload to meet targets and deadlines	Essential
Excellent written & verbal communicator	Essential
Excellent organisational skills and the ability to manage a varied workload	Essential
Ability to perform under pressure	Essential
Able to demonstrate a successful track record in developing and maintaining key relationships	Essential
Ability to motivate and inspire others and bring programs of work together, across a diverse and growing organisation	Essential
Ability to problem solve at a senior level; making decisions confidently and in a timely manor	Essential
<b>Equality &amp; Diversity</b>	
Must be able to recognise discrimination in its many forms and adhere to the LCF Equality policies.	Essential
Able to work within a diverse community and draw on individual strengths to promote equality & diversity.	Essential

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Next Review: July 2024

<b>Other</b>	
Must satisfy relevant pre-employment checks including two current references relevant to the position and Enhanced DBS checks	Essential
Clean driving license & access to a vehicle	Essential
Strive to achieve and work towards 'Lincoln City Foundation' vision and mission statements.	Essential