

**Person Specification**

**Head of Service**

SIFA Fireside is committed to inclusive employment practices and we are particularly interested in applications from individuals who have lived experience of the issues our clients face. We encourage applicants to think creatively about how they can meet the requirements of the person specification. We are looking for talented individuals who align with our values and support our vision and mission – there are no barriers to how you demonstrate this.

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| **Criteria** | **Assessment** |
| Application | Interview | Task |
| **KNOWLEDGE, SKILLS, EXPERIENCE** |  |  |  |
| 1. Complex programme/service management experience including managing multiple contracts/services simultaneously.
 | 🗸 | 🗸 |  |
| 1. An understanding of the challenges faced and support required to assist people experiencing multiple disadvantage including homelessness.
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| 1. Demonstrable experience of implementing new services and mobilising new contracts.
 | 🗸 |  | 🗸 |
| 1. Ensuring the needs of vulnerable people are met through project development and service delivery.
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| 1. Experience of contract negotiation and income generation.
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| 1. Ability to think strategically and make decisions on the basis of a range of internal and external factors and long-term impacts.
 | 🗸 | 🗸 |  |
| 1. Substantial experience of managing staff including performance management.
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| 1. Understanding of coproduction and embedding client involvement in all aspects of service and organisational development and delivery.
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| 1. Clear understanding of current adult safeguarding practice and its implementation in a complex setting.
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| 1. Proven track record in building and maintaining partnerships across the private, statutory and voluntary sectors. Including working in consortia/ multi partner funding frameworks.
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| 1. Experience of managing financial resources which includes setting budgets, monitoring expenditure, and reporting on financial performance.
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| 1. Excellent knowledge of IT systems including Microsoft office packages and CRM systems to handle client data.
 | 🗸 | 🗸 | 🗸 |
| 1. Understanding of GDPR and associated data protection legislation.
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| 1. Excellent communication and presentation skills with the ability to facilitate and provide information to a wide range of audiences.
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| **BEHAVIOURS AND PERSONAL ATTRIBUTES** |  |  |  |
| 1. Committed to making a difference to the lives of people experiencing or at risk of homelessness as outlined in the strategic plan.
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| 1. Proven ability to manage challenging and competing demands, respond to change and act under pressure.
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| 1. Excellent inter-personal skills and the ability to inspire and empower staff to achieve challenging outcomes.
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| 1. Committed to being visible, accessible and accountable to clients, staff, volunteers, board and other SIFA Fireside stakeholders.
 | 🗸 | 🗸 | 🗸 |
| 1. Conflict resolution and de-escalation, dealing sensitively with challenging situations.
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| 1. Demonstrates resilience when dealing with the emotional challenges of working with an extremely vulnerable client group within a complex setting.
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| 1. Proactive in seeking out opportunities to improve practice.
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| 1. Able to be resourceful and find creative solutions to problems.
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| 1. Autonomous and able to make decisions quickly and independently.
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| 1. Strong influencing skills with the ability to challenge the status quo across a range of audiences to achieve positive outcomes.
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| 1. Creativity and enthusiasm with a positive, solution-focussed attitude.
 | 🗸 | 🗸 | 🗸 |
| 1. Commitment to equality, diversity and inclusion and ability to incorporate this into practice.
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| 1. Adherence to SIFA Fireside’s vision and values.
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| 1. Ability to work flexibly.
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| **SPECIAL REQUIREMENTS** |  |  |  |
| Enhanced DBS. | 🗸 | 🗸 |  |