



JOB DESCRIPTION

1. JOB TITLE: Director of Support Services

2. JOB PURPOSE

The post holder, as a member of the Executive Management Team, will contribute to the strategic and operational leadership of SCRA. The post holder will specifically lead and direct SCRA's portfolio of support services including Finance, Human Resource and Organisational Development, Information Management (Systems, Technology, and Security), and Business Planning and Performance Management.

Through the post holder's leadership, Support Services will provide and demonstrate excellent service levels to SCRA frontline teams in a manner that enables them in turn to deliver the best service to children and families. The post holder will have a key objective of fully integrating SCRA's Support Services, whilst future proofing services to respond to opportunities to work across other agencies.

The post holder will also seek and ensure Support Services demonstrate public value through positive collaborative working across the public sector.

3. ORGANISATIONAL POSITION

(1) Immediate Line Manager:

Principal Reporter/ Chief Executive

(2) Peers:

Head of Practice and Policy

~~Reporte~~ Senior Operational Managers

(3) Immediate Subordinates:

Functional leads for key disciplines and programmes

4. DIMENSIONS

Total Staff: circa 40

Budget: circa £

5. PRINCIPAL ACCOUNTABILITIES

1. As a member of the Executive Management Team, contribute significantly to the overall strategic and operational management of the organisation.
2. Provide the strategy, systems and management to ensure the financial competence of the organisation - for both capital and revenue budgets – and structure and process for internal financial control, including budget setting and reporting.
3. Lead the organisational people strategy to ensure organisational capability and capacity.

4. Ensure the preparation of SCRA's annual accounts to comply with statutory requirements, Scottish Government guidance and best accounting practice.
5. Ensure that the organisation has the information systems and IT platform for effective business and data management.
6. Lead and direct the property strategy and the provision of estate and facilities
7. Accountable for the preparation and approval of the Corporate Plan and the Annual Business Plan.
8. Develop and implement strategies to maintain and improve the quality and performance of the organisation and its services.
9. As Deputy Accountable Officer, provide authoritative advice to the Accountable Officer (Principal Reporter/Chief Executive), the Board, and fellow managers to secure the effective internal control and assurance framework –necessary for organisational compliance in line with best practice and legislative requirements such as Data Protection Act, Bribery Act etc...
10. Act as SCRA's Senior Information Risk Owner ensuring effectiveness of information risk management across the organisation.
11. Ensure the organisation and its staff can work in partnership with its stakeholders and influence them to achieve better outcomes for children.
12. Contribute to the development of effective working relations with SCRA's Sponsor Division at the Scottish Executive in line with the requirements of the approved Framework Documents (Management Statement and Financial Memorandum).
13. Deputise for the Principal Reporter/Chief Executive as required on all matters relating to the above accountabilities.

6. KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

The postholder will be able to provide positive adaptive leadership, working successfully with colleagues across the organisation, the Board, and partner bodies. The post holder will be able to operate consistently and effectively at a senior level in a medium sized organisation, together with the ability to demonstrate collaborative behaviours and excellent interpersonal skills. The post holder must be able to develop and implement strategy and understand the context and environment to continuous improvement in the organisation's positive effectiveness and influence for children and families.

7. COMMUNICATIONS

The postholder must be able to communicate effectively with staff at all levels including members of teams, the Board, senior representatives of the Scottish Executive, partner organisations and senior political figures.

8. PRINCIPAL CHALLENGE

To ensure SCRA develops as an effective and influential national organisation.