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**Job Description**

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| **Job title:** | **Development Manager (Northern Ireland and Scotland).** |
| **Location:** | Based in either Scotland or Northern Ireland.  Remote/home working until a viable office is established. |
| **Duration:** | 1 year initially, with the possibility of a further extension. |
| **Salary:** | £30,000 per annum. |
| **Hours of work:** | 35 hours Monday to Friday (some evenings and weekends may be required). |
| **Reports to:** | Head of Community Services. |
| **Responsible for:** | Community Response Coordinator  Community Response Assistant  Community Response Volunteers. |
| **Job description last reviewed:** | May 2022 |

1. **CONTEXT AND PURPOSE OF JOB:**
   1. Hourglass is the UK’s only charity dedicated to calling time on the harm, abuse and exploitation of older people. The charity supports older people experiencing (or at risk of) harm, abuse or exploitation, and work towards safer ageing and a fairer society for all older people.
   2. The charity is seeking a Development Manager to take the lead on the charity’s operations in Northern Ireland and Scotland, and deliver the Hourglass model of community-focused support to tackle and prevent the abuse of older people.

This is a dynamic role, presenting a unique opportunity to create a responsive and person-centred support framework.

* 1. The Development Manager will play a key role in shaping Hourglass’ response to meeting the needs of vulnerable older people and their communities.

Leading a team of staff and volunteers, the postholder will develop strong partnerships with other agencies and networks, and have operational responsibility for all programmes, services and developments in both Northern Ireland and Scotland. The Development Manager will also be involved in scoping the pathway for Hourglass to work in the Republic of Ireland.

* 1. As part of a UK-wide team, the postholder will work closely with the Management team, providing support relating to programmes, performance, policy, communications, and fundraising. With a passion for supporting and representing older people, the Development Manager will utilise relevant skills, knowledge and experience to develop an end-to-end model of support from prevention right through to recovery.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. **Programmes**
   1. To work closely with the Head of Community Services to generate impactful community-focused programmes and initiatives that meet the needs of older people and others in Northern Ireland and Scotland.
   2. To take the lead on the operational aspects of programme development and delivery in Northern Ireland and Scotland, incorporated within a community response model. This will include:

* the Hourglass Helpline
* the ongoing development of a community hub
* updating an online Knowledge Bank to act as a repository of information and resources relating to the abuse of older people and safer ageing
* a network of Pop-up Advice and Support clinics to ensure safer ageing is highlighted in the community and that Hourglass can bring its expertise to hard to reach areas and communities
* new programmes and services as they develop.
  1. To work closely with other Hourglass Managers across the charity to ensure a consistent and complementary approach to programme delivery and development.
  2. To ensure all programme staff and volunteers are supported in line with organisational policy and good practice, providing support and direction to help meet relevant targets and objectives.

1. **Performance**
   1. To work closely with the Information Manager and Head of External Affairs and Partnerships to develop and implement monitoring and evaluation procedures for programmes, ensuring consistency with charity-wide processes.
   2. Producing regular monitoring and evaluation reports for both funders and Hourglass colleagues.
   3. To support Community Response Coordinators and Community Response Assistants with effective evaluation processes throughout day-to-day operations.
2. **Partnerships**

* 1. To work with relevant staff to develop strong operational partnerships with key statutory and third sector organisations and others as a means of:
* creating appropriate referral pathways between Hourglass programmes and external agencies
* raising awareness of the abuse of older people and Hourglass programmes and services
* identifying opportunities for partnerships, collaborations and joint initiatives
* building links with relevant influencers and potential funders/donors.
  1. To work closely with the Head of Community Services and Head of External Affairs and Partnerships and other relevant staff to create a partnership strategy, considering the unique nation context as well as Hourglass’ overall vision and aims.

1. **Policy, campaigns and communications** 
   1. To work with the External Affairs team and DCEO to plan and implement effective campaigning and lobbying strategies, relevant to Scotland and Northern Ireland.
   2. To influence and provide direct advice, guidance and information to social policy makers, including appropriate politicians, on the nature, extent and issues associated with the abuse of older people.
   3. To work with the External Affairs team on the drafting of briefings, consultation responses and other documents, to produce robust evidence-based material for submission to government, parliamentarians, and other statutory bodies.
   4. To represent Hourglass at key external meetings, ensuring the charity’s key messages are promoted where possible.
   5. To encourage an increase in Hourglass support among stakeholders, other organisations and group; utilising this to build a lobbying and campaigning approach to effecting improvements in the support framework for older people.
   6. Working with the marketing and communications staff to ensure Hourglass communications are effective, tailored and impactful. This includes website, social media, promotional materials, newsletters and other avenues.
   7. Leading on in-nation campaigns, and supporting with UK-wide campaigns, including relevant awareness days, fundraising and awareness-raising campaigns, and both local and national developments.
   8. Support the coordination of conferences and events as a means of raising awareness of the abuse of older people, the charity’s programmes and services, and influencing national policy and legislative developments.
   9. Providing support with proactive and reactive media work, including building relationships with local media contacts.
2. **Fundraising and income generation**
   1. To work with fundraising staff to identify fundraising opportunities for projects and programmes and to provide appropriate information to the fundraising team to enable the drafting of applications, and/or making applications directly.
   2. To ensure all fundraising records are recorded and updated on our fundraising database in liaison with the fundraising staff.
   3. To draft monitoring reports for funders, ensuring relevant targets and outcomes are achieved and evidenced.
   4. In partnership with fundraising staff, work to agreed fundraising targets for regional revenue streams across corporate, community fundraising, events and individual donor acquisition.
   5. To identify other opportunities for income generation, including training, consultancy, sponsorship or other opportunities.
3. **Operational management**
   1. To provide operational management of the charity in-nation, ensuring synergy with our strategic objectives.
   2. To work with the Director of Operations and Services to devise effective management procedures and ensure the charity is meeting relevant legal and statutory requirements, to health and safety, risk assessment, safeguarding, equalities, data protection and confidentially, etc.
   3. To manage and monitor budgets, providing reports to the Executive team when required.
   4. To coordinate and support meetings of the Advisory Committee or its successor body, and provide support to Trustees or Council members when required.
   5. To ensure all software, databases and equipment are fit for purpose, and staff and volunteers have the relevant support to use them.
   6. To ensure all staff receive regular support and supervision, providing appropriate advice and guidance in accordance with good practice and Hourglass policy.
4. **GENERAL**
   1. The Development Manager will also be expected to:

* travel in-nation, and occasionally other parts of the UK, to meet the requirements of the role
* work unsocial hours on occasions and be flexible with working pattern as and when required
* deputise for other staff as required
* work with all communities and stakeholders
* complete any other duties which may be required, commensurate with the level of this post.

**PERSON SPECIFICATION:**

**ESSENTIAL CRITERIA**

***Candidates will be expected to demonstrate how they can deliver against these criteria.***

1. Degree level education or equivalent experience.
2. Experience of supervising or supporting staff and/or volunteers, including recruitment, ongoing support and supervision.
3. Self-motivated, requiring minimal supervision.
4. Understanding of abuse in either an age-related context or from another vulnerable characteristic. Cross transferable skills also considered.
5. Excellent understanding of legislative requirements and other developments relating to older people, adult protection and health and social care.
6. Ability to organise events including large meetings, seminars and smaller community-based events.
7. Effective communication skills both written and oral.
8. Ability to manage complex and varied workload, and manage confidential issues.
9. Experience of working in partnership with other organisations and agencies.

**DESIRABLE CRITERIA:**

1. Direct experience of supporting/working with older people who have been subject to or are at risk of abuse.
2. Experience of managing budgets.
3. Experience of Helpline and/or project management.
4. Access to own vehicle.