Head of Support Services
Recruitment Pack
Welcome to Foothold,

Our story

We may not know much about engineering, but we do know engineers. We’ve been supporting IET members and their families since 1890.

We understand people and we understand how life can be at work and at home. It’s unpredictable, complex, demanding.

Amidst the busyness of our lives we often forget that being well is just as important as doing well.

More of us are feeling stressed in our jobs. One in four of us will have a mental health problem this year. More of us are living longer. Our health needs are growing yet we have a shortage of carers. Rising costs are forcing living standards down. And we’re facing a loneliness epidemic.

We all need to start taking better care of one another, because we all need a little support from time to time. Even engineers.

We wanted to know how we could do more, so we asked our community. Seven out of ten engineers worldwide said they wouldn’t ask for help even if they needed it. Yet you told us there isn’t enough support out there for day-to-day problems, let alone a crisis.

We’re here so engineers and their families never need to face life’s challenges without support. We want engineers across the world to feel supported in all aspects of their lives and to feel that it’s OK to ask for that support. We want them to be healthy and able to stand on their own two feet. We want them to feel looked after but also empowered by their professional community.

Funded by engineers, for engineers, Foothold is here for engineers and the people who matter to them most. Whatever the problem, big or small.

Foothold is a starting point, giving you them the tools to make your life better right now.

Foothold is a network of skilled individuals who’ll listen to your problems in confidence. It’s a source of options to help you meet your needs emotionally, physically and financially.

Foothold is a place where you can regain your balance and help others do the same. Your Foothold is here.
Our challenge

In 1890 a group of engineers decided that their Institution should do something for fellow engineers in need. In the 133 years since we have continued to develop services which support engineers and family members a year, from across the globe.

And now as Foothold, The Institution of Engineering and Technology benevolent fund, we exist to ensure that no engineer or their family needs to face life’s challenges alone and with 154,000 current members of the Institution of Engineering and Technology and many previous members spread across 148 countries, this is a challenge.

Our ambition is to increase the wellbeing of engineers and their families worldwide and we developed our 2022-27 strategy to help us achieve that.

Our commitments

These are the commitments we make every day to the people we support, to our work and to ourselves. These are the principles we live by:-

We’re empathic - we seek to understand your needs as if they were our own. Only through empathy and understanding can we truly support others.

We’re joined-up - we’re here to support you with all aspects of life, and to help you increase your all-round wellbeing. People’s needs are connected, so our support must be too.

We’re trusting - we treat you as an equal. Building relationships based on trust allows us to provide better, quicker support.

We’re open-minded - we listen without prejudice and act without discrimination to help you in any way we can. No challenge is too big or small.

We’re encouraging -we want you to feel able to stand on your own two feet. To feel that you can make positive choices and changes in your life

We’re bold - to offer meaningful support, we must break down stigma, address the big issues and try new ideas without fear of failure.
**A word about flexible and remote working**

We have worked remotely since the beginning of lockdown and since January this year with no office base, so for us flexible working is about being outcomes focussed and empowering our teams to choose what time they begin to work, where to work, and when they will stop work based around core hours of 10 – 1pm on a Tuesday for the senior team and 10-11 on Tuesday for the whole team. The idea is to help manage our work-life balance, reduce stress and increase our overall job satisfaction.

However, working in this way is not without its pressure points and so we have regular in person team and individual meetings, bi-monthly coaching sessions and provide equipment that will allow you flexibility to work from home, your local library or café if that suits you best.

We encourage virtual water cooler catchups, coffee breaks and walking meetings, whatever it is that works for you and our community.

**Our future**

There is no doubt that the current environment is challenging for our community and also for us as a charity and we have been working hard to ensure that we have a sustainable framework in which to develop and meet the diverse needs of our community going forward.

We are a small team who want to make a big impact. If you think that you have the skills and experience we need and are excited by the opportunity to join a thriving, forward looking team we would love to hear from you.

*Jane*

Jane Petit
CEO
Strategy on a page 2022-27

Our strategic framework

Our strategic objectives

ENABLE our community to participate in a socially inclusive lifestyle
- achieving a household income of 75% of MIS level for eligible community members
- amplifying voices of organisations advocating for social change around poverty and associated issues

EMPOWER our community to increase their resilience to life’s challenges
- creating connected communities
- developing digital health and wellbeing offers
- engaging with new partners to widen our scope
- creating positive change by developing our understanding of the equality, diversity, equity and inclusion issues and how we can address them
- being a barometer for the health and wellbeing of our engineering community

SUSTAIN support for and from our community
- engaging our community with our purpose
- increasing our voluntary income
- maintaining expenditure within budget
- creating innovative models of volunteering

Our beliefs

Every call for help must be heard
The best support empowers
Asking for help takes courage
A problem shared is a problem halved
Our strategy

Our recent research showed that our community have three main areas of need:

- Financial
- Health and wellbeing
- Underemployment and legal queries

Our strategy focuses on activities which can both relieve and prevent poverty within our global community by provision of direct support alongside our digital health and wellbeing programme.

Underpinning this we are working to develop a connected community, which includes our staff team, where we can all find help and give help as meets our needs at the time.

In this way we believe that when engineers and their families experience life events and moments of transition such as getting sick, experiencing bereavement, redundancy or relationship breakdown (all common triggers for poverty) not only can we offer timely practical assistance with finances or mental health issues, but we have also laid foundations that have increased their likelihood of coping.

With our 2019-22 we achieved amazing things

5,000 direct services

36,000 health and wellbeing sessions

£5.4M spent on supporting our community

and by working together and maximising our expertise in 2022-27 we’ll do even more to increase the wellbeing of engineers and their families worldwide.
About you and the role

This role has many facets and as our current Head of Support Service says ....

No two days are the same at Foothold and being the Head of support services can be simultaneously challenging and rewarding as you help the team make the very best decisions for those that request Foothold’s support.

One day you might be knee deep in data and outcomes, the next day you might be speaking to a caseworker about a complex request for support. Another day you might be meeting with the chair of our services development committee and discussing ideas regard the shape of support going forward, the next discussing budgets and strategy with your senior leadership team.

And then there are our community members. Across the world we hear about a multitude of different challenges that they may be facing. It could be short term displacement in one country, economic challenges in another, shortages of work opportunities elsewhere, physical, or mental disabilities that make finding and sustaining employment difficult, or the challenges that come when a member of the family is ill or disabled – whatever the situation we want our community to know that they can turn to us and receive a compassionate and helpful response.

Our support is not just about finance, it’s about the wellbeing of the whole person, and it’s about how we can maximise income for them from other sources, it’s about utilising our digital support. Sometimes the application won’t meet our remit. Your role as our new Head of Support Services will be to keep the team on track, being that listening ear, whilst making decisions about ‘how’ we offer support, being available to community members when they need further information about a support decision and being able to provide vital expertise and guidance whether it be to the support services team, to the senior management team or to the trustee board and it’s committees. It’s a tall order and we need a special person to do it.

Denice Houslin
Head of Support Services
## Your skills and experience

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Experience</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Practical experience of delivering and managing services in a third sector / social care / health / community context or setting</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Experience of working in a multi-agency environment particularly across the statutory and voluntary sectors demonstrating an ability to develop and work effectively with a range of partners and key stakeholders</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Experience of working in a benevolent fund or other grant making charity</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Experience of working in an internationally focussed organisation</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Considerable experience of providing line management, supervision and support for staff</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Experience of developing and managing a team to ensure a high level of community satisfaction is delivered</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Experience of implementing Safeguarding of Vulnerable Adults (SOVA) policies and procedures</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Experience of devising and implementing a range of organisational and service specific policies</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Significant experience of monitoring and evaluation including developing, implementing and monitoring standards of performance against operational targets</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Experience of working towards and maintaining recognised quality systems</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Experience of successful project management and informing and implementing strategic plans</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Experience of managing change</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Experience of working in a remote team</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td><strong>Education and qualifications</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Educated to degree level or equivalent experience</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Degree in social work/public health/adult nursing/ mental health related subject</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>-------------------------------</td>
<td>----</td>
<td></td>
</tr>
<tr>
<td>Management qualification</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Designated Lead training in safeguarding (Level 3 Minimum).</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Coaching qualification</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Evidence of CPD</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

### Competencies

<p>| Ability to lead/manage staff in a supportive and motivational manner to ensure high standards and targets are achieved, providing personal development and coaching | ✓ |
| Ability to motivate others to work to deadlines | ✓ |
| Ability to deputise for the CEO as a member of SMT in their absence | ✓ |
| Demonstrable strong written and verbal communication skills; to be able to write reports, deliver presentations, supervise others in their writing skills and to communicate with stakeholders in a clear and effective way | ✓ |
| Ability to manage/prioritise a complex and varied workload | ✓ |
| Ability to analyse data and to produce specific reports in relation to organisational activities | ✓ |
| Ability and vision to build and manage effective relationships with stakeholders | ✓ |
| Ability to work creatively as a member of a team, bringing the best out in people whilst actively leading | ✓ |
| Ability to handle conflict constructively and to work in partnership towards a shared vision. | ✓ |
| Ability to demonstrate leadership, effective management and sound judgment including difficult situations where community members, staff or volunteers need to be protected | ✓ |
| High level of IT skills with ability to work with Customer relationship and impact management systems | ✓ |
| Excellent organisational, time management and planning skills | ✓ |</p>
<table>
<thead>
<tr>
<th>Requirement</th>
<th>Yes</th>
<th>No</th>
<th>Partial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Innovation and ability to encourage, plan and implement new services</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evidence of the ability to develop, sustain and evaluate joint work between agencies, including establishing good working relationships and negotiating effectively</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to keep up to date with legislative, policy and guidance developments</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Knowledge</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knowledge of the benefits and welfare system and national support agencies</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knowledge of the benevolent fund sector</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knowledge of current relevant legislation policy, practice, guidance and good safeguarding practice.</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Awareness of data protection issues and legislation</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Attitude</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A proactive and self-motivated approach, happy to work in a small remote working team</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A positive approach and a willingness to work flexibly to support other team members</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A willingness to travel (this may include occasional overnight stays)</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A willingness to work with colleagues on other specified duties or projects as appropriate</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A willingness to undertake training for further development</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
About the role

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Foothold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Title</td>
<td>Head of Support services</td>
</tr>
<tr>
<td>Location</td>
<td>Remote based with attendance at meetings as required</td>
</tr>
</tbody>
</table>
| Hours        | Part-time, permanent - 21 hours a week  
               Core hours 10-1pm Tuesdays |
| Reports to   | CEO      |
| Salary       | £44,000 per year (pro rata) |

Primary purpose

To assist with the strategic development of the Charity and services for the Foothold community members and their families and be responsible for development and implementation of new services.

To be a member of the senior management team and together with other members deputize for the CEO as appropriate.

To line manage the Caseworker team, support them in their day-to-day roles and assessment of cases as required and authorise grant payments as appropriate.

To be the designated safeguarding lead for the organisation

Key Tasks

Service Development

- To horizon scan for statutory legislation and policies that may impact on Foothold’s strategy
- To review existing services and research and develop new services in line with changes in legislation and the needs of our community.
- To prepare business cases including due diligence for recommendation to the Services Development Committee and the Board.
- To coordinate and oversee contracts for outsourced services and be the contact point for communications and reporting from suppliers of services to our community.

Management

- To manage the Casework team and provide support, supervision and development.
- To work closely with the Chair of the Service Development Committee
- To work closely with the Business and volunteer manager to support the induction training and review of volunteers.
- To monitor and identify training needs and liaise with SMT re external or internal delivery of these.
- To work with the casework team to develop the team and individual objectives in line with the strategic plan.
- To work with the data manager to ensure consistency of data created by team and produce appropriate reports as required.
- To be the budget holder for the casework team and assist in annual budget preparation.
- To be a payment signatory
- To act as a member of the senior management team
- To be the designated safeguarding lead and provide support for development of induction material and other training initiatives as required.
- To deputize for the CEO as appropriate, including out of hours cover, together with other members of the SMT.
- To contribute to SMT discussions and decision making for the organisation as a whole and the services team.
- To represent Foothold at external organizations and groups
- To prepare Board papers and attend Board and committee meetings as required.
- To routinely review the organization’s support services policies and procedures, ensuring policies comply with statutory, legal and regulatory requirements, making agreed amendments where appropriate.
- To take responsibility for the development and presentation of new support services/safeguarding procedures to SMT and/or the Board as appropriate
- To contribute to the ongoing EDEI strategy and support staff to engage with its objectives.
- To carry out any duties reasonably requested by the CEO or the Trustees

Caseworkers and Helpline

- To ensure working patterns are co-ordinated to provide adequate cover for the helpline within agreed operating hours.
- To cover for the hello@ inbox/voicemail and casework if no other cover is available.
- To assist the caseworkers in making clear, justified and objective decisions on support within agreed authorisation limits
- To authorize one-off grants within agreed limits for managers
- To review and respond to the recommendations of the Service Development Committee case reviews.

General

- To attend monthly supervision, bi-monthly coaching, team and staff meetings, and Committee and Board meetings as required
- To undertake mandatory training as required by Foothold.
- To take responsibility for Health and safety of yourself, your colleagues and your environment
- To ensure confidentiality of records and information is maintained in accordance with Foothold’s Confidentiality Policy and Data Protection policy.
**Terms and conditions**

**Period of appointment:** This is a permanent contract.

**Location:** Remote/homebased

**Part time:** 21 hrs a week

**Organisational benefits**

- 28 days per annum annual leave plus Bank Holidays (pro rata, 3 days, preferable to be taken between Christmas and New Year)
- Flexible working arrangements
- Organisational commitment to training and development.
- SIPP pension with up to 9% employer contribution (subject to individual contribution)
- Life insurance and access to Smart Health services (AIG)
- Cycle to Work and Tech Scheme, childcare vouchers.
- Associate membership of the IET and access to Foothold services

**How to apply**

Please email your CV and a supporting statement of no more than two pages explaining your interest in this post and how you meet the points in the person specification above to Beverley Archer.

Please include the details of two referees who we will contact once a formal offer of employment has been made. Please also complete and return the equal opportunities monitoring form.

**Closing date:** applications should be submitted by 10am on Tuesday 11 July 2023 here.

**Interviews** will be held on Wednesday 19 July 2023 on Teams.

For more information about Foothold please visit our website

**Equal opportunities**

Foothold is fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services. We therefore expect all of Foothold staff and volunteers to be willing and able to make a positive contribution to the promotion and implementation of Foothold’s Equality, Diversity, Equity and Inclusion policy.