

Head of Research, Practice Improvement and Coproduction

ROLE DESCRIPTION

Post:	Head of Research, Practice Improvement and Coproduction
Reports to:	Chief Executive
Line Manages:	Responsible for a team of 22 staff. Four direct reports: Manager of Practice Development Manager, Research & Knowledge Manager, Digital Manager, Learning Together Manager.
Key internal relationships	Chief Executive, Deputy Chief Executive, Business and Commercial Development team, Finance Business Partner.

Job purpose

Reporting to the Chief Executive the purpose of this role is to lead operations and delivery and growth of SCIE's consultancy, training, research and evaluation and digital work programme.

Lead development of business plans and commercial model to ensure that projects are delivered on time, budget and quality.

Lead SCIE's work on co-production, ensuring that everything we do is informed by people with experience of care and support.

Be responsible for a high performing team, ensuring that the team is equipped with the skills and capabilities required.

To lead the delivery of complex, multi-partner programmes and projects for clients against KPIs, working with internal staff and partners.

Be a key member of SCIE's Senior Leadership Team (SLT) and support the overall leadership of SCIE's business, supporting the delivery of SCIE's vision, purpose, strategy and objectives.

To sustain and develop effective external relationships with sponsors and key stakeholders to win business, promote SCIE's work and in particular to increase SCIE's profile and influence nationally.

To lead on the responses to major tender opportunities, working with colleagues to produce high quality bids and proposals.

To adhere to and model the values of the organisation, in particular our commitment to the principles of co-production: the full involvement of those who use care and support in all stages of service design, delivery and review.

Main duties

- **Develop and embed SCIE's strategy and business model:** Successfully implement clear business plans and market strategies that reflect SCIE's vision, purpose, strategy and objectives.
- **Programme management, quality and continuous improvement:** Leads the delivery of multiple projects and diverse work programme across research, practice improvement, digital, co-production and learning together team. Quality assures, evaluates, reports on and risk manages all projects.
- **Delivery of commercial strategy:** Ensures that projects are properly costed and team members are fully utilised (recording time through recording and project finance system); and understand their role in the delivery of commercial services and projects.
- **Finance and operations:** Work with the Head of Corporate Resources and Finance Business partner to regularly report on the delivery of programme and projects against budget. Develop and report on a team budget, ensuring that this is proactively managed and controlled. Ensure that all team members have a good understanding of, and are compliant, with all policies, procedures and systems.
- **Reporting:** Work with other senior managers, and the team, to produce regular high-quality performance and impact reports, which can inform management decision making and assure the Board we are on track to deliver our business plan and budget.
- **Drive performance and impact:** Build the relevant Consultancy, Training and Research capabilities and skills within the team, to deliver work to a high standard and support growth. Ensure that individual performance is proactively managed.
- **Work winning:** Working with the Deputy Chief Executive, and other senior managers, write and quality assure high quality commercial proposals, grant applications, bids and pitches for work, and support the team to become skilled at proposal and bid writing and pitching for work.
- **Develop and manage stakeholder and client relationships:** Build strategic relationships and partnerships with key bodies, funders and academic bodies, and manage productive relationships with partners and clients, including the Department for Health and Social Care, local government and the social care and relevant sectors.
- **Co-production:** Lead the delivery of SCIE's Coproduction Strategy, ensuring that all members of staff are supporting the delivery of our vision and plans for

coproducing all aspects of our work with people with lived experience. Attend the Coproduction Steering Group meetings.

- **Knowledge of social care:** Translate national social care policy and practice, into relevant, timely and high-quality programmes of work and projects for clients across social care. Ensure that the team understands the latest policy and practice developments, and can speak confidently about SCIE’s position on key developments in social care.
- **Profile raising and influencing:** Work with the Head of Policy and Influencing to increase SCIE’s influence and profile nationally, contributing when required to articles, public speaking and policy reports.
- **Equality and Diversity:** To ensure that knowledge about equalities and diversity is integrated and addressed in SCIE’s products, services and working practices.

General duties

- To comply with SCIE’s policies and procedures, including equal opportunities and diversity, and to have a personal commitment towards their implementation.
- To work flexibly and positively contribute to good team working and the delivery of SCIE’s objectives through matrix working.
- To keep up to date with the work of SCIE and its partners.
- To contribute to the development of service improvements through participation and involvement in team meetings, workshops, conferences, and other groups.
- A clear commitment to working with people who use services and carers in a sensitive and non-judgmental way to facilitate positive working relationships.

ESSENTIAL CRITERIA
Aptitude / Abilities / Skills
Experience of leadership and operations in a high profile and complex consultancy, training or research environment, managing multiple projects for clients across the public sector.
Experience of working in partnership with people that access care and support, developing products and solutions in a co-produced manner.
Demonstrable ability to think and act strategically and demonstrate a record of successful delivery in social care or a related field.
Demonstrable ability to build strategic relationships and to negotiate and influence a wide range of stakeholders, establishing positive relationships that generate confidence, trust and commercial opportunities.
Strong finance and budget management skills, and the ability to produce strategic performance reports

Demonstrable ability to lead, motivate and manage teams in achieving clear and challenging objectives.
Demonstrable ability to work productively with different teams and departments, maximising resources in a medium sized organisation.
Proven project management skills across complex operations, using business systems and tools to manage efficiently.
Demonstrable ability and commitment to working inclusively with service users, with their supporters and carers and with social care practitioners and their managers
Education / Knowledge
Relevant knowledge of social care and public sector services and delivery, including current policy, practice and trends.
An understanding of working with central and local government and public sector markets.
Knowledge and skills in programme and project management.
Knowledge of competitive bidding, proposal writing, commercial product development and income generation in a public sector, not for profit or commercial environment.
Attitudes / Personal Characteristics
A clear understanding of, and commitment to, equal opportunities and diversity, and the commitment to promote high standards of conduct, integrity and probity.
Ability to establish and maintain effective, collaborative working relationships
Ability to undertake occasional travel and overnight stays
DESIRABLE CRITERIA
Education / Knowledge
Knowledge and experience of social care policy and practice in Wales and Northern Ireland.
Experience of managing digital platforms and using technology to engage and reach audiences and markets.
Experience in managing and delivery of knowledge management, information and research and evaluation.