



HENRY
Director of Operations
Application Pack



About HENRY

Childhood experiences last a lifetime - so every child deserves the best possible start in life. And although parents want a happy healthy future for their children, family life isn't always easy. We make sure families get the support they need so that they and their children are able to flourish throughout childhood and beyond.

HENRY is the leading national provider of evidence-based services to support a healthy start. We are currently working in partnership with NHS trusts, public health teams, children's services and other partners in around 40 local authorities. We support parents to transform family life for the better in all sorts of ways – including emotional wellbeing, family relationships, parenting skills, infant feeding, the home learning environment, improved nutrition and getting more active.

Our service offer

- Training for practitioners, equipping them with the confidence, understanding and skills to create the conditions for positive change in their work with families
- Family support services, including a wide range of workshops, group programmes, individual support, resources and online help
- Creating healthier communities through volunteering and supporting a healthy start in childcare settings

Our values

- **Partnership:** parents are the experts in their own family so we start with their experience and support them to make changes that they believe will lead to a healthier and happier life.
- **Strengths-based:** we acknowledge and build on all the things that are going well, fostering hope and self-belief.
- **Person-centred:** families face different challenges - we get alongside families and listen, building a relationship based on trust and empathy.
- **Respect:** we value families for who they are and seek to understand rather than judge.
- **Inclusive:** we find out about the difficulties that some families face in accessing support and work proactively to overcome barriers.
- **Excellence:** we strive to provide families with high quality and effective support, using reflective practice, evidence and feedback to improve our services.

Our impact

HENRY family support really works:

- 97% of families who join a HENRY family programme are leading a healthier lifestyle and enjoying family life more by the end
- Independent academic evaluation shows that families make long term changes, and parents themselves describe our support as 'life-changing'.

"For me this course helped me to break the bad habits that had been passed on to me through many generations. It's a big change that will make the children of tomorrow healthier. As parents you want to do the best for your children and the HENRY course definitely shows you the way to achieve that."

Our training for practitioners is transformative:

- 99% practitioners say it met or exceeded expectation
- 71% are still using the skills they develop through our training 12 months later, with many still using them 5 years on

“Excellent, inspirational training. I have been on many courses and this is the best one I have ever done.”

Our team

HENRY currently employs 45 staff. About one third are based at our national office near Oxford and half in 6 different locations (Hackney, Waltham Forest, Southend, Bradford, Leeds/Sheffield and Telford) delivering services and projects.

In addition to our employed staff team, 12 freelance trainers and 95 volunteers also play a crucial part in delivering HENRY services.

HENRY’s supportive ethos and high levels of staff satisfaction and commitment are evident in our annual staff surveys. Over 90% of staff tell us they are proud to work for HENRY, enjoy working with people at HENRY and feel they are treated with fairness and respect and that their views are listened to and valued.

Our future

This is an exciting time to be joining HENRY. Over the last 5 years we have successfully implemented ambitious plans for growth, increasing our income by 160% from £624k in 13/14 to £1,628k in 17/18. We now support 5,000 families a year through our different service contracts, grant-funded projects and licensed delivery of our programmes.

Over the last few months we have undertaken a major strategic review, shaping robust plans to continue this growth and offer HENRY support from conception to the teenage years.

Our strategic objectives from April 2019 are to:

- Continue to strengthen our work in the early years
- Extend HENRY to parents of children aged 5-11 and to teenagers
- Extend our reach through the use of digital technology and new partnerships
- Develop and maintain our reputation as a ‘centre of excellence’, working with academic partners to strengthen our evidence base and influencing national policy
- Develop new income-generating activities to support our core mission



Overview of role

This is a key new post, expanding senior leadership capacity to support existing service development and delivery and to work closely with the Chief Executive to achieve our strategic goals for organisational growth.

Job Title	Director of Operations
Office Base	National Office in Eynsham, Oxfordshire
Hours per week	Full time (37.5 hours per week)
Salary	£47,907 increasing by annual performance-related increments to £53,951
Responsible to	Chief Executive
Annual leave	30 days per year plus bank holidays
Pension	Access to pension scheme with a matched employer contribution of up to 6%

Job Purpose

To lead on the development, implementation and management of all HENRY family support and workforce development activities, and to work with colleagues to provide senior organisational leadership, deputising for the CEO when required.

Key working relationships:

- Other senior managers on Leadership Team:
 - Chief Executive
 - Head of Business Development
 - Head of Service Delivery
 - Finance and Administration Manager
- Direct reports:
 - Head of Service Delivery
 - Training and Development Managers (2 posts)
 - Service Manager, Waltham Forest Best Start Service

Other information

- The Waltham Forest Best Start Service is in Year 3 of a 5-year contract which runs until August 2021. The Service Manager leads a team of 14 HENRY staff who deliver integrated services to support infant feeding, healthy weight, oral health and speech and language development in the early years.
- The Head of Service Delivery provides senior management support for services and projects in the north and in Hackney and Southend.
- The number of direct reports and projects will change over time as new services are commissioned and existing services reach the end of their contract.
- This post will involve travel to meetings and to deliver training in other parts of the country. The frequency will vary depending on service requirements but is expected to be 2-4 times a month.

Key Responsibilities

1. Provide senior management support and oversight for service delivery contracts and projects
 2. Lead on the development and implementation of new programmes, training courses and resources
 3. Support marketing and communications and business development activities
 4. Work as part of the leadership team to support organisational development, management and sustainability
- 1. Provide senior management support and oversight for service delivery teams and projects**
 - Oversee, and where applicable, manage the set-up of new projects and services, building and maintaining relationships with commissioners/funders and negotiating KPIs.
 - Work with local managers and teams to ensure service delivery meets local needs, best practice standards and contractual commitments, addressing areas for improvement where required and ensuring projects and contracts are completed on time and delivered in accordance with planned milestones, targets and budget.
 - Drive a culture of collective leadership and learning, involving staff in reviewing service delivery, building confident and mutually supportive teams and developing innovative solutions to overcoming barriers.
 - 2. Lead on the development and implementation of programmes, training courses and resources**
 - Work closely with colleagues to develop innovative approaches to expand and improve the support HENRY provides in response to identified needs, evaluation data and research evidence.
 - Project manage the development, piloting, revision and implementation of new training courses, materials and resources to meet service delivery needs and timescales
 - Support the development and writing of new materials and programmes, working closely with colleagues to ensure consistency and quality.
 - Deliver training courses to external and internal staff.
 - Ensure the provision of continuous professional development for internal and external staff delivering HENRY courses and programmes to support high quality delivery.
 - 3. Support marketing and communications and business development activities (in collaboration with senior colleagues)**
 - Work closely with the Head of Business Development to develop partnerships and delivery models for tendering and procurement.
 - Promote and market HENRY services, engaging different audiences and building support for our work.
 - Represent HENRY at conferences, policy fora and multi-agency events.
 - Deliver conference presentations, webinars and media interviews.
 - Work with colleagues to develop, cost and write bids for grant-funded projects and service delivery contracts.
 - 4. Work as part of the leadership team to support organisational development, management and sustainability**
 - Work closely with the Chief Executive and other senior colleagues to develop, implement and monitor organisational business plans and budgets.

- Provide management support for direct reports in accordance with HENRY's supervision, appraisal and employment policies to enable optimum individual and team performance, development and job satisfaction.
- Review and revise operational policies and procedures as required.
- Promote and support best practice across the organisation, including equal opportunities, management of risk, safeguarding, health and safety, continuous improvement and staff support and development.
- Provide senior support for safeguarding in line with organisational policy and procedures.
- Deputise for the Chief Executive when required.

5. General responsibilities for all staff

- Build respectful relationships, understanding the impact of your behaviour on others and being willing to adapt it when necessary.
- Work effectively as a member of the team by consulting and sharing information with colleagues, managing your time to meet deadlines and preparing for meetings.
- Comply with all organisational policies and procedures.
- Support own development through on-going reading, research and supervision.
- Other duties and responsibilities as negotiated with the post holder.

Person specification

	Essential	Desirable
Qualifications	Graduate level education or equivalent Driving licence	Early years, education or public health qualification
Experience	Direct work with parents or families Working within a team 6 years' proven project management experience at a senior level 6 years' proven management and supervision experience at a senior level Delivering experiential and interactive training courses Developing and managing budgets Developing effective working relationships with partner agencies	Writing large grant applications and formal tenders
Knowledge	Values and principles of working in partnership with parents Health, education and early years services and commissioning arrangements Public health, education and/or early years policy	Healthy lifestyle and obesity prevention Child development

	Essential	Desirable
Skills and attitudes	<p>High motivation to contribute to HENRY's work</p> <p>Strategic thinker with ability to innovate and develop creative solutions</p> <p>Strong leadership skills, able to motivate others, inspire excellence and drive learning and continuous improvement</p> <p>Strong organisational and project management skills, able to work on own initiative and meet deadlines</p> <p>Excellent interpersonal skills, able to model a strengths-based and solution focused approach in internal and external relationships</p> <p>Excellent communication and presentation skills (verbal, written and IT) with the ability to speak persuasively to large audiences</p> <p>Willingness and ability to travel to different parts of the country and stay overnight when necessary</p> <p>Willingness and ability to take the initiative not only in identifying problems but also in suggesting and implementing solutions</p> <p>An eye for detail and a concern for accuracy, together with the ability to keep sight of the broad picture</p>	

Application timetable

Deadline for applications	Monday 25 February 2019 at 12 noon
Interviews	1 st interview: 4 March 2019 2 nd interview: w/c 11 March 2019 - date to be confirmed

For more information please contact Sue Iddon at HENRY, 6 Elm Place, Old Witney Rd, Eynsham, Oxfordshire, OX29 4BD. To submit an application please complete the application form and equal opportunities form available from our website

<https://www.henry.org.uk/jobs>.