



Job Information Pack

Branch Manager – North Tyneside

Six months fixed term contract with possibility of extension

October 2009

North Tyneside – Branch Manager - job Information pack

Dear Applicant

Branch Manager – North Tyneside

Thank you for your interest in the above position with Alzheimer's Society. Please find enclosed an information pack as requested.

We ask you to fill in your application carefully, giving all relevant information and in particular, setting out the ways in which you meet the competencies outlined in the job description. You should provide clear and concise examples of a time when you have had to use the necessary skills.

The application should be typed or completed in black ink. The panel will be considering the presentation of your application during the selection process.

Your completed application should be returned to us by 5pm on **6 November 2009**. Late applications will not be accepted.

Interviews will be held on 25 November 2009.

Please send your completed application form to:

Alzheimer's Society
North East Area Office
Sinclair Court
Darrell Street
Brunswick Village
Newcastle-upon-Tyne
NE13 7DS

Or e-mail: ctritton@alzheimers.org.uk

CV's will not be accepted.

Yours faithfully

Claire Tritton
Area Co-ordinator - North East

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Information for Candidates

Alzheimer's and Dementia

Alzheimer's Society is concerned with all forms of dementia, of which Alzheimer's is the most common. Structural and chemical changes in the brain are responsible for the devastating effects of dementia which include deterioration of memory, confusion over time and place, changes in personality and behaviour together with the loss of everyday skills such as driving or telling the time and, as the condition progresses, the ability to wash or dress or even recognise friends.

More than 700,000 people in the UK have some form of dementia - one in 20 of those aged 65 or more and one in five of the over 80s. As the population ages we expect this figure to rise and demand for specific services to grow.

Alzheimer's Society

Alzheimer's Society is the leading national care and research charity for people with all forms of dementia, their families and carers. We offer support, give information and advice, run day care and home care services, campaign for adequate benefits, proper assessment and high quality care and we fund research into the causes and possible treatments for dementia.

The Society delivers its services through a combination of national and local activity and last year provided help to over 100,000 people.

Alzheimer's Society is made up of approximately 240 local branch operations, varying in size from £10k to £600k pa, supported by a central office based in London. We employ approximately 1,800 staff and benefit from the time and commitment of up to 5,000 volunteers covering a range of duties from direct care to finance. The Society has grown to this size in under 30 years, and is still ambitious. The challenge is to build on its successes, to actively pursue its growth and develop services across the country, whilst at the same time improving governance arrangements and the management of risk.

North Tyneside branch information

The North Tyneside branch of Alzheimer's Society was set up in 1983 by two nurses who were involved in caring for people with dementia. Last year the branch provided support for 500 people with dementia and their families. It is estimated there are 3,000 people in the North Tyneside area living with Alzheimer's disease, vascular dementia, dementia with Lewy bodies or any other dementia related condition.

The branch offers a number of services to people with dementia and their carers, including advice and information, day clubs, support groups and a befriending service.

Fit for the Future

The Society is undergoing a formal consultation process with some staff in relation to a proposed restructure. The post for which you are applying will be at risk of redundancy should the proposal go ahead.

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Job Description

Job Title: Branch Manager

Job Family: Management and administration

Main purpose of job:

To take overall responsibility for the planning and coordination of all branch activities ensuring that the quality and potential of Alzheimer's Society services, staff and profile is maximised.

Position in the organisation:

The Branch Manager reports to the area manager.

Scope of job:

The Branch Manager will develop and manage services and relationships through various operational activities including; the identification of sources of income; profile development; awareness raising; responding to external opportunities and the general management of existing services. In addition, the Branch Manager will provide the strategic direction of the branch and its services in line with the area strategy.

Dimensions and limits of authority:

- Responsible and accountable for the branch budget
- Responsible and accountable for the overall management of all staff working in the branch
- Responsible and accountable for the management and support of all volunteers supporting the branch
- Responsible and accountable for the management of high quality services delivered by the branch
- Point of contact for statutory authorities and voluntary agencies in the area

Duties and key responsibilities:

Provision of services:

1. To be responsible for the day to day operation of the branch, ensuring that all procedures and processes are completed in a professional and timely way.
2. To record information that ensures accurate and timely reporting on services, contracts, finances and staff, making use of Society supported systems and processes as appropriate and ensuring that information is issued to the relevant audience.
3. To be responsible for all branch information services and signposting activity including external enquiries, newsletters, external representation and media work.

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4. To ensure the development of new services in response to local need.
5. To develop, implement, review and evaluate local services, involving users, volunteers and other stakeholders, leading locally on the development of new services and improvements of existing services.
6. To ensure that services comply with service level agreements, external regulations and funders expectations.
7. To ensure the provision of consistent and quality services throughout the locality in accordance with the Society's standards and the Care Standards Act.

Staff and volunteer management:

8. To be responsible for the recruitment, supervision, appraisal, induction, development and performance management of staff and volunteers working within the services.
9. To ensure staff and volunteers are adequately trained, supported and supervised in accordance with relevant policies and quality standards.
10. To manage the smooth and effective liaison with the branch development committee and to oversee the routine and annual open meeting process, where appropriate.
11. To ensure that the personnel records of staff and volunteers are kept securely, up to date and in line with Society policy and guidance.

Business management:

12. To produce an annual business plan that takes into account the strategic direction of the Society, the area plan, the local commissioning priorities and other local needs, identified through consultation with branch development committee and service users as appropriate.
13. To be responsible for production and management of the branch annual balanced budget, financial forecasts and routine reporting in an accurate and timely way, ensuring that it can be mapped to the business plan.
14. To contribute to the area planning process as required.
15. To ensure the external audit or independent examination of the accounts is completed in time to meet statutory and internal deadlines.
16. To be accountable for all routine financial activity within the branch including processing payments, receipts, banking and payroll.
17. To ensure that all costings for service contracts, tender documents, grant applications and other resource bids are accurate and achieve full cost recovery within Society guidelines.
18. To be responsible for ensuring that premises provided are safe, risk assessed, and appropriately resourced.

External liaison:

19. To develop partnership working with other agencies, as required, to meet local needs.
20. To promote the interests of people affected by dementia in the locality.

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21. To attend appropriate meeting as agreed with line manager in order to network effectively with other agencies, raise the profile of the organisation, actively raising awareness of dementia and the needs of those effected by dementia.

Additional responsibilities:

1. To adhere to all the Society's service standards, policies and procedures.
2. To comply with the data protection regulations, ensuring that information on clients remains confidential.
3. To be responsible for personal learning and development, and of those managed by this post, where appropriate, and to support the learning and development of others and the whole organisation.
4. To work collaboratively with fundraising and media and campaigns teams, sharing responsibility for the achievement of jointly agreed objectives.
5. To work in a manner that facilitates inclusion, particularly of people with dementia
6. To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
7. To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
8. Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.
9. To undertake any other tasks, duties or projects which may arise from time to time which are commensurate with the general level of this post and as directed by the designated line manager.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and may be subject to change.

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Person specification – Branch Manager

All of the following requirements are essential, unless marked with a * when they are desirable, and will be assessed from a combination of information provided from the application form, extended interview process, panel interview and references:

| Education and qualifications | Application | Interview |
|--|--------------------|------------------|
| NVQ level 4 in health, social care services or business management or equivalent * | ✓ | |

| Skills and experience | Application | Interview |
|---|--------------------|------------------|
| An understanding of dementia | ✓ | ✓ |
| An understanding of the needs of people with dementia and their carers | | ✓ |
| Good time management skills | | ✓ |
| Good communication skills | | ✓ |
| Experience in the development and management of budgets and business plans | ✓ | ✓ |
| Experience of managing and motivating staff and leading a team | ✓ | ✓ |
| Experience of working with statutory and voluntary agencies | ✓ | ✓ |
| Experience of having negotiated and managed service contracts | ✓ | ✓ |
| Experience of managing the learning and development of others | ✓ | ✓ |
| Experience of collaborative working | | ✓ |
| Knowledge of relevant legislation including the Health & Safety and the Mental Capacity Act | | ✓ |
| An understanding of a person centred approach and its impact on service quality | | ✓ |
| An understanding of the need for client confidentiality | | ✓ |

| Personal attributes / qualities | Application | Interview |
|--|--------------------|------------------|
| Personal integrity | | ✓ |
| Able to travel independently within the service area | ✓ | |
| Able to work flexible hours | ✓ | |
| Able to work occasionally in the evenings and at weekends | ✓ | |
| Commitment to and understanding of equal opportunities | | ✓ |
| Understanding of the inclusion agenda and its relevance within a diverse society | | ✓ |
| Able to act as a representative for the organisation externally | | ✓ |

Job Application Guidelines

Alzheimer's Society aims to be an equal opportunities employer. We aim to treat every applicant fairly. The information you provide in your application form is the only information we will use in deciding whether or not you will be invited for interview, so it is important that you complete it with care. To help you, please follow these guidelines.

1. Please complete all sections of the form.
2. Please complete the application form in black ink, as it will be photocopied. Do not stick or glue paper to the back of the form – it gets caught in the photocopier. Please add a separate piece of paper instead.
3. After reading the person specification and job description, think carefully about your application and consider to what extent you have the skills and experience necessary to meet the requirements of the post.
4. Your last and present post allows you the opportunity to tell us about the work you are doing or have done in the past. Be as brief as you can, and use the personal statement at the back of the form to describe in more depth your skills, knowledge and experience relevant to the job.
5. Under the section 'Education, qualifications and training' you are asked to state your qualifications or name a course that you attended. We do not need a full account of your education since your junior school days. It is sufficient to state that you have a specific number of 'A' levels and GCSEs unless you are asked for a specific qualification on the person specification, such as GCSE English. You should mention qualifications or training relevant to the post you are applying for.
6. The personal statement is an important part of the application form and should be used to tell us how you meet the person specification. Always remember to specify your responsibilities rather than those of your section or department. Remember to explain how your current or previous experiences relate to the job you are applying for.
7. Please ensure that your completed application form is returned by **5pm** on the closing date stated on the advertisement. Do not attach any other documentation apart from the equal opportunity monitoring form. Any attachments, such as CVs, references or photocopies of your qualifications, will be disregarded and will not be seen by the selection panel.
8. In order to make good use of the charity's money, your application will not be acknowledged unless you enclose a stamped addressed postcard or similar, nor will you hear from us unless you are selected to attend for interview.

Information for Candidates

Terms and Conditions of Employment

Outlined below are some of the main terms and conditions of employment relevant to all employees of the Society.

1. Probation

All posts are subject to a probationary period of 12 weeks unless otherwise stated on the letter of appointment. During this probationary period, either party may give the other one-week's notice in writing to terminate the employment. After successful completion of the probationary period, the notice stated on your contract of employment will apply.

2. Annual Leave

The holiday year runs from 1 April to 31 March. In each holiday year, in addition to bank and statutory holidays, the holiday entitlement in the first full year will be 25 days, scaled down according to start date. This then increases in line with service as follows: During the first full leave year and up to 2 leave years 25 days, third leave year 26 days, fourth leave year 27 days, fifth leave year 30 days. Holiday will be calculated on a pro-rata basis for part-time workers.

3. Pension Scheme

The Society currently operates a Group Personal pension scheme. All employees under the age of 75, may join the scheme on completion of the probationary period. Employees may contribute a percentage of their salary to the scheme, and the Society will double the employee's contribution up to 8% of the employees' gross salary. This will mean that a 1% employee contribution will attain a 2% contribution from the Society and a 4% contribution will attain the maximum 8% from the Society. Alzheimer's Society will not pay into a personal pension scheme. .

4. Salary Payment

All new employees are placed on a grade based on the Society's salary scheme, which is normally reviewed in April of each year.

The commencing salary is as stated in the letter of appointment. Salaries are paid in arrears on the last Tuesday of each calendar month, by direct credit transfer into a bank or building society account.

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5. Sick Leave

The Society operates an occupational sick pay scheme that is based on length of service with the Society.

6. Retirement Age

The Society's normal retirement age is 65. However, staff may be employed who are over the age of 65.

Any applicant aged 65 and over who is successful in obtaining a position with the Society should be aware that as a result of the Employment Equality (Age) Regulations 2006 they will now have the statutory right to claim unfair dismissal. They will now also be entitled to a statutory redundancy payment if they are made redundant. In addition, they also have the right to claim statutory sick pay for up to 28 weeks if they are absent to work due to sickness.

7. No Smoking

The Society operates a no smoking policy.