**Newcastle University**

**Newcastle Initiative on Changing Age & Institute of Health & Society**

**Service Design Manager    Grade:        Vacancy Ref:**

**Main Duties and Responsibilities**

To be instrumental in achieving the following programme objectives:

- **Service review and strategic context setting**: identifying  and analysing services delivery for older people, particularly older people with dementia, both regionally and nationally and report on key policy and strategy drivers
- **To develop business models focussing**  on current business and  on aspects of the business that are underperforming
- **Agree service design and delivery brief with Advisory Group-** focussing  on the co-design of a new pilot service (Hospital to Home) with a view to  wider implementation
- **To explore the perspectives and experience of users using both qualitative and quantitative methodology** and delivering a report to stakeholders detailing the views of users and carers with  specific focus on their experiences and willingness to pay
- **Service Concept Development stage.** Through workshops the Associate  will embed knowledge and findings from earlier project stages, to a wider audience
- Identify the outcomes which best demonstrate the value of these projects, refine & embed the outcomes to inform emerging business
- **Training and embedding**: To develop a specialist dementia consultancy service which would work with other care providers
- **Delivery plan**- To produce and implement the adoption of strategic business plans, to embed skills and expertise in the new leadership team of the business, to generate new income streams for sustainability

As a member of the Leadership Team develop a strategic overview of:

- The challenge of designing and effectively delivering innovative support for people with dementia
- The challenges and opportunities presented when assistive technologies are successfully adopted
- The infrastructure required to support service redesign and the impact on the delivery of customer focused services
- Health and social care commissioning and the facilitators and barriers to implementing new models
- Create growth potential

The project will provide the Associate with challenges and opportunities in the delivery of the project with the following responsibilities

- To take responsibility for and manage the project with the support of the Company Supervisor.
- To experience the application of good practice in service design. Advocating the discipline to colleagues from a broad range of disciplines.
- Implementing value added services in the social care sector
- Facilitation and leadership of the service design team and co-ordination of the Advisory Group.
- Appraise and measure to ensure business performance is positively impacted and amend and revise programmes as necessary, in order to adopt to changes occurring in the care sector
- To work to support the relationships and communications with peers, statutory agencies, the media and other organisations as relevant
- To manage and collate data for performance and reporting purposes
- Update as appropriate the CRM and/or any other nominated organisational databases complying with data Protection protocols
- To develop and maintain appropriate monitoring systems
- Continual professional development through academic supervision provided by Newcastle University.
- Adhere to the policies and procedures of Newcastle University

The Associate will have the opportunity for development and training opportunities including:

- KTP Management Business Modules
- Age UK North Tyneside Leadership Development programme
- Membership of the North East Dementia Alliance
- Registration with the British Society of Gerontology
- Attendance at events and workshops co-ordinated by the Newcastle Initiative on Changing Age

This is a 2 year project which will be based at Age UK, North Tyneside. The Associate will report to the Chief Executive (Age UK) and Dr Lynne Corner (Newcastle University) and will be subject to the policies and procedures of Newcastle University.

To ensure continual professional development, Newcastle University will provide academic supervision of the programme. The Associate will be supported in attendance at training workshops and have other training opportunities.

**Research Role Profile**

As part of our commitment to career development for research staff, the University has developed 4 levels of research role profiles. These profiles set out firstly the generic competences and responsibilities expected of role holders at each level and secondly the general qualifications and experiences needed for entry at a particular level. It is unlikely that any single member of staff will be applying all these competences at any one time but he or she would be expected to display most of them over a period of time.

Please follow this link to our Research Role Profiles

**Person Specification**

**Knowledge (inc. qualifications)**

*Essential*
- Masters Degree or expertise in Service Design, Health Economics, Health Services Research or other relevant discipline

*Desirable*
- PhD

**Skills (professional, technical, managerial, practical)**

*Essential*
- Design research skills
- Excellent communication and presentation skills
- Strong leadership, influencing and interpersonal skills
- Customer focused

**Experience and Achievements (paid or unpaid)**

- Preferably 6 months experience in industry and/or a healthcare environment
- Proven design research skills evidenced by a portfolio of evidence
- Evidence of customer focused approaches
- To have an understanding and/or experience of the voluntary and care sector

**Competencies**

- **Leadership** – Lead and initiate change to drive business improvement and strategic advantage
- **Team working** – Creates positive team dynamics that will improve reputation and performance
- **Problem solving** – Identifies business opportunities, creating and leading the plans to deliver success
- **Communications skills** – Articulates with passion, clarity and purpose; adapting style to influence business priorities
- **Drive for Achievement** – Sets stretching objectives, leads and motivates self, team and individuals to deliver
- **Organisational Awareness** – Continually promotes and builds organisation's reputation with all stakeholders
- **Personal responsibilities** – Acts with integrity and fairness at all times to support an environment free from discrimination
- **Planning and Organisation** – Initiates and reviews efficient processes and embeds them to remove ambiguity and improve effectiveness
- **Customer Focus** – Ensures the customer is at the heart of business strategy and decision making