Iriss

JOB TITLE: Head of Resources

REPORTS TO: CEO

LINE MANAGES: Research and Support Team (6 direct reports)

SALARY GRADE: 8

SALARY: £46,042

TERM: Fixed term to 31st March 2023 - extension subject to funding.

HOURS: Full time (35 hours/ week) or 0.8 FTE (28 hours/week)

LOCATION: Hybrid - home and office based (Glasgow)

About Iriss

Iriss works with people, workers and organisations in social work and social support to help them use knowledge and innovate to make positive change happen. We are a team of 13 staff working across research, evaluation, innovation, service design, digital, web and knowledge sharing and development.

In 2021 Iriss launched an ambitious four-year strategy. The strategy is designed to move closer to where the sector needs us - providing innovation and change support in social work and social care.

About the role

To help us to do this effectively we are creating a new **Head of Resources** role. The Head of Resources will establish, develop, and lead the Iriss research and support team. The role will work closely with the Head of Programmes (who leads the Development Team in Iriss) and the CEO to make sure that the way Iriss works aligns closely with our strategy and direction of travel.

- Make **sure that we have the right structures, practices and culture** to work seamlessly from project planning, resourcing and delivery right through to communication, dissemination and policy influencing.
- Design and implement workflow, programme management and activity tracking systems that **provide the foundations for the Iriss team to do the best work possible**.
- Line manage the research and support team with a focus on high performance **supporting and coaching colleagues to excel in their roles.**

Who we are looking for

We are looking for a flexible, adaptable and skilled person that has the following qualities:

- **Managing people**: You are a skilled people manager, able to support and coach people to do their best work.
- **Performance orientated**: You take pride in high quality work and developing and creating high performing teams.
- **Managing programmes and designing processes** You are confident in designing processes and managing programmes that are flexible, adaptable and 'just enough'.
- **Solutions and change:** You are confident in understanding, leading and responding effectively to change using a problem-solving mindset to generate ideas and solutions.
- **Diplomacy and customer focus**: We want everyone who comes into contact with Iriss to have a good experience. You are the kind of person who takes pride in making people have a good experience.
- **Learning and Development:** You should be able to learn new skills, software and approaches independently with minimum supervision.

You will have **skills and experience** in:

- Managing diverse teams working in different specialisms.
- Developing high performance cultures and ways of working.
- Chairing discussions and meetings.
- Practical programme/ project management experience.
- Workflow/ process design in small teams or organisations.
- Clear and effective written and verbal communication skills.
- Ability to plan, prioritise and ensure agreed work is delivered to time, task and budget.
- Confident use of standard word processing, email and spreadsheet software (MS Office suite or equivalent) and video conferencing platforms (Zoom, Teams)

You will have **knowledge of**:

- Effective approaches to people management and supporting high performance.
- A good understanding of programme/project management approaches and techniques and how these can be practically applied.
- An understanding of the voluntary sector (or a willingness to learn).

A typical week in the role

In a typical week in the role, you might be doing the following:

- Running a session with the research and support team on developing a new offer to the sector.

- Facilitating a session with the Iriss Board to gather ideas on how Iriss could diversify our income.
- Coaching a colleague to overcome a difficulty they're having with a customer or partner organisation.
- Reviewing how Iriss manages projects and programmes and setting out how this could be done more effectively.

Main tasks

Designing and developing

- Develop process, approaches, and ways of working to effectively integrate the research and support functions of Iriss with project delivery.
- Ensure that Iriss' operations, resources and research and support functions inform and support Iriss' external facing work.
- Develop and maintain a positive organisational culture and environment that attracts, develops, and retains the best staff.

Management and performance

- Line manage the Iriss research and support team, providing coaching and development support to enable all colleagues to do their best work. The team is currently made up of six staff working across digital design, web development, research, finance, and communications.
- Build the identity of the research and support team, supporting effective integration with the Development Team.

Income generation and business opportunities

- Lead the development of Iriss' Digital offer (Stream) including the development of an income generation strategy for the digital function.
- Working with the CEO and Head of Programmes, identify, discuss and analyse new business opportunities for the organisation.

Making sure Iriss runs smoothly

- Ensure the smooth operation of Iriss' admin, finance, compliance, and HR functions (delivered by the Resources Manager) including running the Iriss Associate framework; supporting recruitment and reviewing/developing our processes as required.
- Working with our HR support provider support Iriss managers with complex HR issues, should these arise.
- Ensure the smooth and integrated operation of Iriss' research, communication, administration, and digital work.

Being part of Iriss

- Participate in monthly in-person all team sessions and online team meetings as required.
- Participate in project and whole organisation work planning.
- Participate in learning activities within Iriss.
- Participate in regular support meetings with your line manager, including proactively identifying areas for training, development, and support.
- Contribute to quarterly and annual funder and other reporting activities.
- Attend external meetings as relevant, acting as an ambassador for Iriss.