



Recruitment Pack

Information for Candidates

Director of Services

September 2026



Thank you for your interest in this role. Enclosed within this pack is all the information required to assist you in your application

Who we are

Worcester Community Trust (WCT) is a registered charity that runs six community centres across Worcester, providing facilities and services for people of all ages. We aim to be at the heart of thriving communities – connecting people, building confidence, and empowering positive change.

Our services aim to increase feelings of wellbeing, reduce loneliness and isolation, offer specialist support for survivors of domestic violence, support people into training, education and employment and work with people to deliver local services especially for young people, families and older people.

Our Vision

To work with residents to build communities where people feel connected, supported and empowered

Our Mission

Bringing Communities Together by enabling the provision of services and activities for all

Values & Behaviours

- We Collaborate - Working together with local people and partners to achieve more
- We are Inclusive - Access for all, welcoming diversity and valuing uniqueness
- We are Ambitious - We value innovation and creativity, driving a progressive, dynamic and visionary organisation
- Delivering Excellence - Investing in our staff, volunteers and infrastructure to provide quality and professional services

Strategic Objectives

- Ensuring our hubs are inclusive, sustainable and safe spaces for local communities
- Improving and increasing our youth & intergenerational provision
- Building and improving partnerships with external stakeholders
- Building an engaged, ambitious and supported workforce
- Building a resilient, diversified income base
- Increasing confidence through visible responsiveness and strong public identity

Where we work:

Worcester Community Trust works across the whole of Worcester City from 6 Community Hubs based within areas of highest need and in the hearts of the communities in which we work. More information on our hubs can be found on our website:

www.worcestercommunitytrust.org.uk

Safeguarding:

Worcester Community Trust is committed to safeguarding and promoting the welfare of children & young people and vulnerable adults, and we therefore expect all staff and volunteers to do the same. We ask all staff to undergo safeguarding training when they join us

When you join:

We offer staff a range of benefits when they join including:

- Holiday - 25 days plus bank holidays (pro-rata for PT staff) plus an extra day of birthday leave and two additional self-care days
- Commitment to continued professional development
- Access to Westfield Health which provides a range of benefits towards health & wellbeing as well as support with essential healthcare (after completion of probationary period)
- Free Parking
- Life Assurance and a pension contribution of 3%
- Access to professional bereavement and probate support
- An annual celebration and investment review
- A blue light card scheme

Probationary period:

All posts are subject to a 6-month probationary period

Job Description - Director of Services

Responsible to: CEO

Responsible for: Contract Managers, Team Leads and team in up to 5 Funded projects

Location: Across all Worcester Community Trust (WCT) Community Hubs

Hours: 37 per week

Salary: £42,000 - £44,000 depending on experience

Purpose of the Role

As a member of the Senior Leadership Team, the Director of Services provides strategic and operational leadership for WCT's community-based services. The postholder is responsible for ensuring services are high quality, responsive to local need, financially sustainable and delivered in line with contractual, legal and organisational requirements.

The role provides leadership and oversight to relevant Contract Managers, Team Leads and service teams, ensuring effective performance management, contract delivery, budget control, risk management, partnership working and continuous improvement. The postholder will contribute to WCT-wide strategy and work closely with the CEO, fellow Senior Leadership Team members and the Board of Trustees.

Key Responsibilities

Strategic Leadership and Service Development

- Contribute as a key member of the Senior Leadership Team to WCT's organisational strategy, business planning and future development.
- Provide strategic leadership for the community-based services portfolio, ensuring services remain relevant, effective and aligned with WCT's mission, values and strategic priorities.
- Use service data, community insight, evaluation and feedback to identify opportunities for improvement, innovation and growth.
- Work with the CEO and colleagues to identify funding and partnership opportunities that support the sustainability and development of services.

People Leadership and Management

- Lead, support and develop managers and team leads within the service area, setting clear expectations and ensuring effective supervision, performance management and communication.
- Promote a positive, accountable and inclusive culture that encourages teamwork, professional development, initiative and continuous improvement.
- Ensure staffing structures, deployment and resources are appropriate to contractual requirements, service demand and available budgets.
- Support recruitment, induction, development and, where required, formal people-management processes in line with WCT policy.

Contract, Performance and Quality Management

- Oversee the implementation and delivery of multiple contracts, grants and commissioned services across the community-based portfolio.

- Ensure clear systems are in place to monitor outputs, outcomes, quality, contractual milestones and service-user experience.
- Analyse quantitative and qualitative information and produce clear, accurate reports for funders, commissioners, the CEO, Senior Leadership Team and Board of Trustees.
- Ensure subcontracted or partner-delivered activity is appropriately monitored and managed where applicable.
- Address underperformance promptly and support managers to implement effective improvement plans.

Financial Management and Sustainability

- Lead the development and management of service budgets, including budgets of significant value, ensuring expenditure remains within agreed funding and organisational parameters.
- Monitor income, expenditure, forecasts and variances in partnership with the Head of Finance & Resources and relevant managers.
- Ensure resources are used efficiently and that services demonstrate value for money and financial sustainability.
- Contribute to funding applications, tenders, business cases and service-costing activity where required.

Risk, Governance and Compliance

- Identify, assess and manage risks relating to service delivery and ensure significant risks are escalated through WCT's organisational risk-management arrangements.
- Ensure services comply with contractual requirements, WCT policies, data protection requirements, safeguarding arrangements and relevant legislation and guidance.
- Contribute to the development and review of organisational policies and procedures within the postholder's areas of responsibility.
- Maintain appropriate professional boundaries, confidentiality and information-governance standards.

Partnerships and Representation

- Develop and maintain strong relationships with commissioners, funders, statutory agencies, VCSE organisations, local communities and other partners.
- Represent WCT professionally at strategic and operational partnership meetings, networks and forums.
- Promote collaboration across WCT services and with external partners to improve pathways, reduce duplication and strengthen outcomes for local people.
- Protect and enhance the reputation of WCT in all internal and external relationships.

Safeguarding, Health & Safety and Organisational Responsibilities

- Actively promote a culture in which safeguarding is everyone's responsibility and ensure concerns within the service area are managed and escalated in accordance with WCT procedures.

- Adhere to WCT's safeguarding, Health & Safety, GDPR, equality, professional boundaries, social media and Code of Conduct requirements.
- Complete mandatory training and maintain the knowledge required for the responsibilities of the role.
- Promote equality of opportunity, dignity and respect for employees, volunteers, partners and service users.
- Undertake other duties commensurate with the seniority and responsibilities of the post, as reasonably required by the CEO.

DBS: This post is subject to the appropriate level of Disclosure and Barring Service check in line with the duties undertaken and WCT's safer recruitment procedures.

PERSON SPECIFICATION

Director of Services

Criteria	Essential	Desirable
Education & Knowledge	• Relevant degree-level qualification or equivalent professional experience. • Strong understanding of contract, grant or commissioned service delivery. • Sound knowledge of safeguarding, equality, data protection, Health & Safety and risk management. • Good understanding of the VCSE, community or public-service environment.	• Management or leadership qualification. • Higher-level safeguarding qualification. • Knowledge of Worcester and its communities.
Experience	• Significant management experience within community, voluntary, social care, health, youth, housing or a related service environment. • Experience of leading staff and managers across multiple services or activities. • Experience of managing multiple contracts, grants or commissioned services and delivering against performance requirements. • Experience of managing substantial budgets and monitoring financial performance. • Experience of developing and using performance, monitoring and evaluation systems. • Experience of working with senior partners, commissioners, funders or multi-agency groups.	• Experience of managing government or local-authority commissioned services. • Experience of contributing to successful funding applications, tenders or service development.
Skills & Abilities	• Strong strategic thinking with the ability to translate organisational priorities into effective service delivery. • Highly developed leadership, communication, influencing and relationship-management skills. • Ability to analyse complex information, identify key issues and present clear recommendations and reports. • Strong organisational skills with the ability to prioritise, make sound decisions and work effectively under pressure. • Confident financial management skills, including budget setting, forecasting and variance monitoring.	• Experience of developing training, guidance or internal learning.

	• Strong IT skills, including Microsoft 365 and the ability to use data, CRM or reporting systems effectively. • Ability to work collaboratively as part of a Senior Leadership Team while providing appropriate challenge and accountability.	
Personal Qualities	• Commitment to WCT's vision, mission and values. • Visible, collaborative and inclusive leadership style. • Self-motivated, resilient and able to use initiative. • High levels of integrity, professional judgement and confidentiality. • Flexible approach to working across WCT's six community hubs and to occasional work outside normal hours when required. • Commitment to continuous professional development and learning.	

Review note: This job description describes the current principal responsibilities of the role. Duties may be reviewed as WCT develops, provided changes remain consistent with the overall level and purpose of the post.

To apply

If you would like to apply, please send the following:

- An up-to-date CV outlining your employment history, any academic and professional qualifications and/or equivalent training/experience, and contact details
- A completed application form, available to download from worcestercommunitytrust.org.uk/recruitment
- A supporting statement (no more than 2 x A4 pages) outlining why you are interested in becoming Director of Services at Worcester Community Trust, and how your skills and experience make you suitable for the role against the job description.

Please submit your completed application to
hr@worcestercommunitytrust.org.uk

Closing Date: Sunday 4th October 2026.

Interviews: Candidates who are successfully through to a first stage telephone / Teams interview will be contacted on the 6th & 7th October. A face-to-face interview will follow.

