



Head of Corporate Services

Candidate Pack



Dear Candidate,

I'm really pleased you have taken an interest in the Head of Corporate Services role at Waverley Care – I am excited that you might be taking the first steps towards joining our organisation.

HIV still impacts millions across the globe. How this epidemic was handled can be described as one of the greatest social injustices of the late twentieth century. Sadly, while medical advancements mean people today living with HIV can live long and healthy lives, it's often the stigma that remains around HIV that makes it such a life-altering condition. Stigma is one of the core reasons why Scotland needs a charity like Waverley Care to exist.

Waverley Care was founded back in 1989 at a pivotal moment in the history of HIV in Scotland. With the UK's first purpose-built AIDS hospice, we supported those dying of AIDS to have dignity in their final weeks and days. We now find ourselves at the precipice of a new seminal moment as we close in on Scotland being one of the first countries in the world to get new HIV transmissions down to zero by 2030.

Throughout my years as CEO at Waverley Care, I have been proud of our ability to adapt and change with the times – no more so than how we managed to cope and come through Covid a stronger organisation with renewed purpose and focus.

We are in the first year of a 5-year strategic plan, and with the backdrop of the very real prospect of getting to zero new HIV transmissions by 2030 much of our work will focus on the part we will play in getting us there. The political will is there, but we won't get there relying on the NHS alone - Waverley Care will need to play a strong and vital role.

The Head of Corporate Services at Waverley Care is an essential piece of the puzzle in how we achieve the goals set out for the next 5 years - we have the ambition and the drive, but without the right person in post ensuring financial growth and development of our workforce, we will fall short.

The work won't always be straightforward – but for those who like a challenge and want to see their work make a real impact on the world, it will be rewarding. We have made a lot of improvements to how we operate over the past few years, but there is still a long way to go, especially in scaling up our income generation, and we are looking for someone with the right mix of drive, innovation, creative thinking and energy to turn that potential into tangible outcomes.

If the journey we are on inspires you, please apply and help us resign HIV transmission in Scotland to the history books once and for all.

I wish you the best of luck with your application.

Take care,



Grant Sugden, Chief Executive



ABOUT WAVERLEY CARE

Waverley Care is Scotland's leading HIV and hepatitis C charity, and everything we do is guided by the experiences of the people we work with – this ranges from shaping the services we deliver through to how we influence national policy around sexual health and blood borne viruses.

Our vision is for a Scotland where no one faces HIV alone, we will achieve this by fighting stigma and empowering people living with HIV to live full and healthy lives.



VISION

A Scotland where no-one faces HIV or hepatitis C alone. Where it is simple to find out your status and access the support you need. Where stigma no longer exists, and open conversations about HIV, hepatitis C and sexual health are the norm.

...



MISSION

Our mission is to be there for anyone in Scotland affected by HIV and hepatitis C, ensuring everyone is part of the progress we make.

...

We are at an exciting point in our history as we strive to reach the goal of zero transmissions by 2030. We are in the first year of an ambitious new strategic plan, and are investing in digital transformation, communications and policy, and we have aims to significantly increase our fundraising to invest in strengthening our support and prevention work across Scotland.



Waverley Care has given me the opportunity to live



I don't think I'd be here today without their support



Waverley Care is a sanctuary - the only place I can be myself



The staff are knowledgeable, open and treat me with respect



I don't think I'd be here without my support worker



Waverley Care has given me the opportunity to live

What our service users say about us

HIV IN SCOTLAND

Scotland is on track to be one of the first countries in the world to achieve zero HIV transmissions, and Waverley Care will play an essential role in getting us there.

A positive HIV diagnosis still has the power to knock people off their feet and impact every part of their lives. People living with HIV still carry the burden of decades of discrimination and misinformation about HIV.

HIV is treatable, but the stigma and shame surrounding HIV holds people back and makes it different to other life-long conditions. Stigma and the fear of an HIV diagnosis still prevents many people at risk getting a test and knowing their status.

There is much work to be done, but as an organisation we are driven to create lasting change for everyone in Scotland living with, or at risk of HIV or hepatitis C.

HIV IN SCOTLAND IN 2022

HIV DIAGNOSES
are down by
33% since 2018

6415 PEOPLE
IN SCOTLAND
LIVING WITH HIV
INCLUDING AN ESTIMATED
500 UNDIAGNOSED

97% OF THOSE DIAGNOSED
ARE ON SPECIALIST TREATMENT
94% HAVE ACHIEVED AN
UNDETECTABLE VIRAL LOAD

You'll find the latest Public Health Scotland data on HIV [here](#).

Our World AIDS Day media coverage gives a good overview of what steps we know need to be taken to get to zero HIV transmission in Scotland by 2030.

- www.scotsman.com/health/world-aids-day-ending-the-stigma-and-transmission-of-hiv-3937662
- www.heraldscotland.com/opinion/23149450.working-towards-world-without-hiv
- www.glasgowtimes.co.uk/news/23160810.glasgow-man-tells-hiv-saved-him-world-aids-day
- [Good Morning Scotland Interview - BBC Radio Scotland](#)



Ending HIV Transmission in Scotland by 2030

November 2022

Scottish Government
Riaghaltas na h-Alba

Read the Scottish Government proposal for how we End HIV Transmission by 2030 [here](#).

STRATEGIC PRIORITIES

Our 5 Key Priorities

Zero new HIV transmissions

Elimination of hepatitis C

Leading the way in advocacy, support and advice

Spotlight on the needs of the most marginalised

Effective and transformational fundraising

Principles

Support

Prevent

Influence

Foundations

Inspiring Communications

Digital Transformation

Sustainable Income

Investment in People

Zero new HIV transmissions

We will play our part in Scotland becoming one of the first countries in the world to end new transmissions of HIV. We will continue to advocate for increased access to testing, and we will build on our own outreach testing models to take testing to everyone that needs it.

Eliminate hepatitis C

Through our testing, support and awareness raising work, we will find and support people undiagnosed in Scotland. We will continue to focus our efforts on those communities who need us the most, such as those affected by homelessness, or people living in prison.

Provide the best advocacy, support and advice

Waverley Care will be known for being the leading source of reliable and trusted information. We will also continue to use our voice to challenge stigma and discrimination.

Put a spotlight on the needs of the most marginalised

We will use our position and influence to amplify the voices of the communities we work with, to ensure that services are designed with them, rather than for them, so that everyone will benefit from the progress made in HIV, hepatitis C and sexual health in Scotland.

Effective and transformational fundraising

We will transform our fundraising to ensure we are less reliant on statutory funding, placing us in the strongest position to achieve our priorities, and securing the stability of the organisation through the challenging years ahead.

AREAS OF INVESTMENT

To ensure that the organisation is in the strongest position possible to delivery our objectives in our strategy, we have been investing in areas of development. These include digital transformation, fundraising and communications.

Digital Transformation

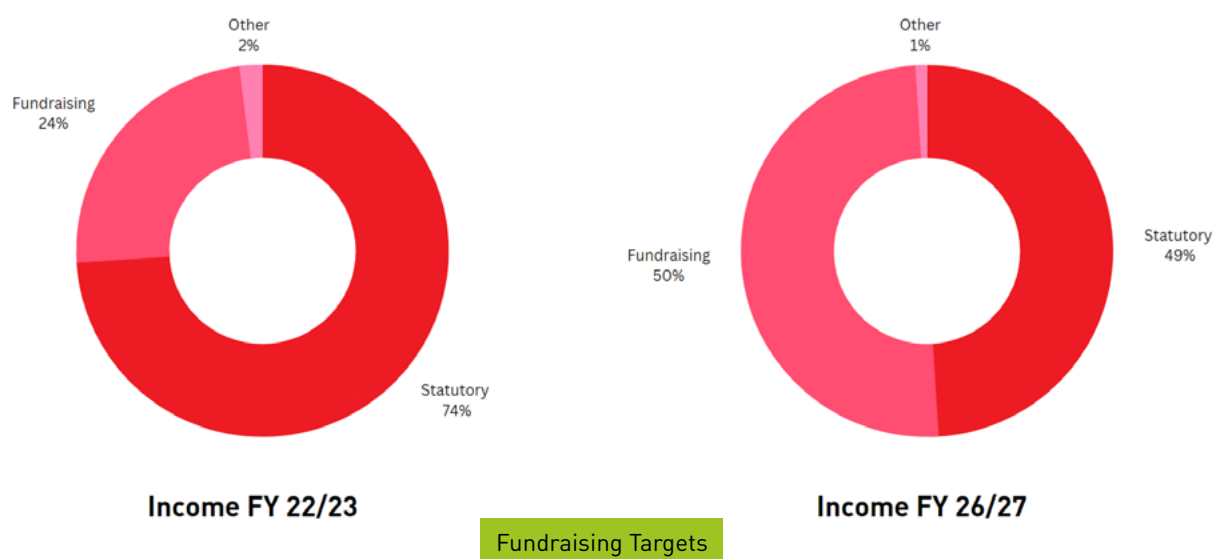
As a necessary response to Covid-19 we had to quickly pivot to make more use of digital tools and technology to support our staff and continue service delivery. We have since been building on this and investing in digital transformation of our head office functions - finance and HR, as well as working on the development of a new website which will increase our capacity to deliver services digitally.

Fundraising Development

Earlier this year, a number of senior staff and members of the fundraising team attended the Great Fundraising Masterclass. We are in the early stages of our journey to radically transform our fundraising, but at this stage we are pleased to have secured the backing of the board to make significant investment in our fundraising operation. This will see us grow the team from 2.5FTE members to 5FTE by the end of 2023.

Our ambition is to grow our income threefold over the next year five years, and to reduce our reliance on statutory funding from 74% of our income this financial year to 50% in 26/27.

[Click here to read our 21/22 Annual Report and Financial Statement.](#)



Investment in Communications

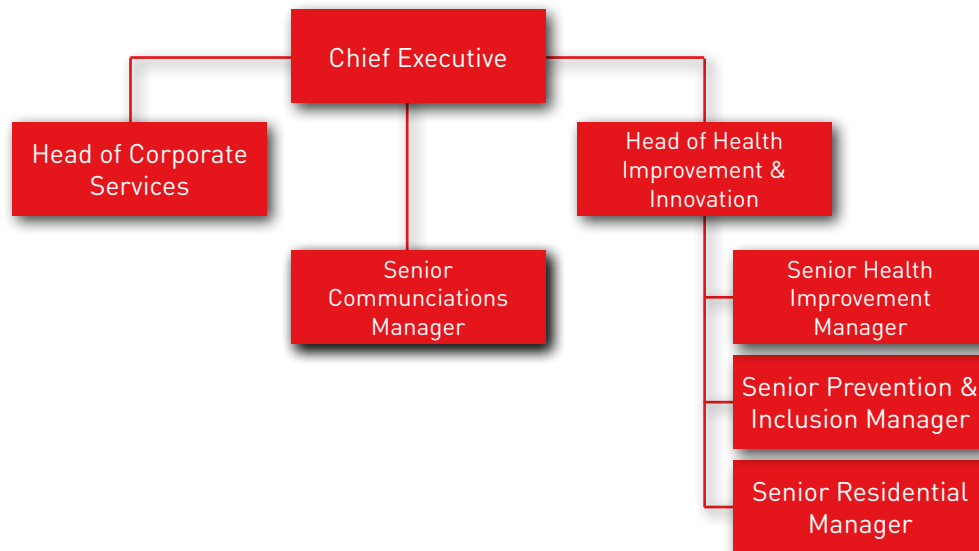
In addition to investment in fundraising, we have been working on two key communications projects. Firstly, we have been working on a rebrand for the organisation. We carried out a piece of research earlier this year which highlighted our poor brand recognition outside our core group of supporters and service users. We have been using the findings of this research to form the basis of the development of a new visual identity for Waverley Care.

Secondly, as mentioned previously we have been working on the development of a new website to launch alongside the rebrand. The aim of the website is to provide a much enhanced digital service offering and a one-stop-shop for advice and support for people living with or at risk of HIV, ensuring we are there for all who need us across Scotland. Both these projects are coming to fruition by the summer of 2023.

ORGANISATIONAL STRUCTURE

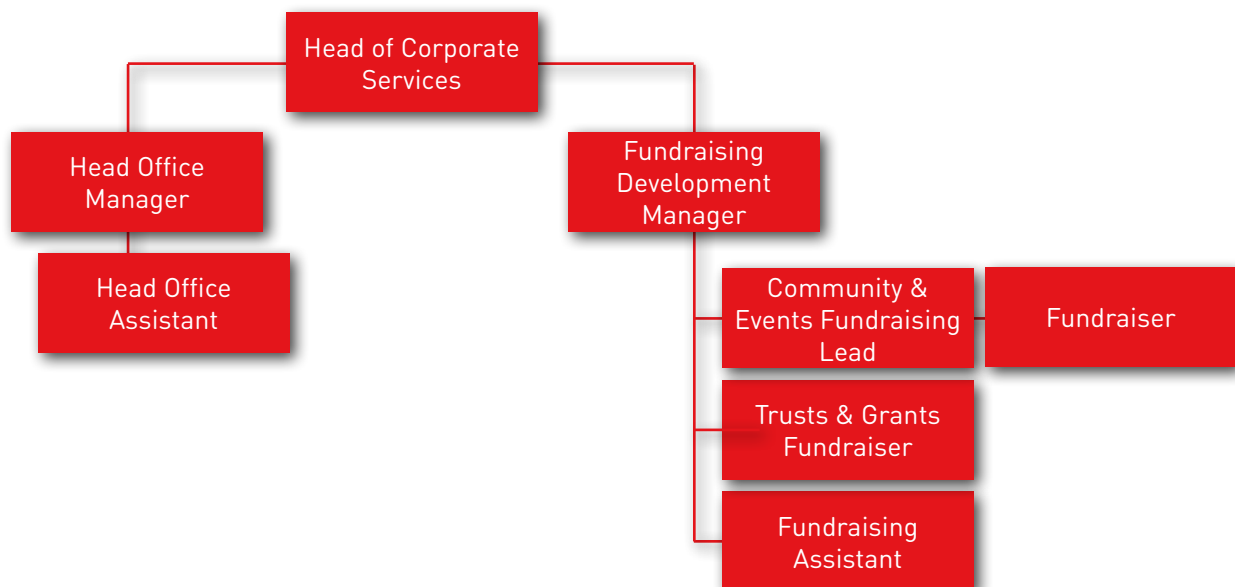
Waverley Care has offices in Edinburgh, Glasgow and Inverness, and many staff are choosing the flexibility of working either primarily from home (if their role allows) or hybrid with some time spent in their nearest office. Flexibility is really important to staff at Waverley Care, with over half working a flexible working pattern to enhance their work/life balance.

Senior Management Team



Corporate Services Team

As Head of Corporate Services, you will manage the Head Office team and the Fundraising Team.



Staff Benefits

- Flexible working
- Equipment provided for working from home (laptop, phone etc.)
- 36 days annual leave per year (including bank holidays)
- Opportunities for continuous learning and development
- Enhanced sick pay
- Enhanced Maternity Benefit
- Death in Service benefits
- Employer pension (3% employee/6% employer or 4% employee/7% employer)
- Cycle to Work Scheme
- Recognition agreement with UNISON

ABOUT THE POST

This is a senior and important role within one of Scotland's most well-known charities, with the Head of Corporate Services providing vital leadership on our journey to ensure Scotland ends new HIV transmissions by 2030.

You will play a critical role in helping to set the strategic direction for the organisation, leading the organisation's financial, fundraising and people plans. You will deputise for the Chief Executive and be a key part of the executive management team (alongside the Chief Executive and Head of Health Improvement and Innovation), reporting to the Chief Executive and Board.

In this role, you will have overall responsibility for our key finance, fundraising and people functions, and you will have direct line management responsibility for our Fundraising Development Manager and a Head Office Manager. You will lead and shape the organisation's financial strategy and drive its long term financial sustainability, ensuring it has robust financial planning processes in place, as well as ambitious income generation strategies.

Production of our management accounts and our payroll is outsourced to our accountants Azets. While they produce the management accountants, you will work with them to co-produce the accounts and provide a high level commentary for the Chief Executive and Board.

You will oversee our Fundraising Team at an exciting time in the evolution of income generation at Waverley Care. This team is led by an experienced Fundraising Development Manager. We are about to embark on a journey which will see us significantly increasing our unrestricted income over the next 5 years. As Head of Corporate Services, you will provide the leadership expertise and development momentum needed to achieve this significant growth. You will set key performance indicators to ensure progress is met and you will develop an investment programme to ensure we have the resources to achieve our fundraising ambitions.

You will focus on innovation and develop new ways for the organisation to work more efficiently and effectively. You will help to establish new ways of working and you will make use of technology to help the organisation adapt as it moves into its fourth decade. You will lead on our People function ensuring the charity is an attractive and competitive employer, with effective human resources systems to promote equality and diversity, high performance and learning and development.



DOES THIS SOUND LIKE YOU?

A highly credible and dynamic leader with a strong understanding of organisation management and governance. Currently or having previously held a senior management role, you thrive in environments that are fast paced and require a creative and solutions focused mindset.

You bring expertise of funding in the charity sector with a breadth of experience in financial management which enables you to financially appraise strategic and operational decisions and deliver on the development and management of an organisation's budget.

You're excited by the prospect of giving leadership to our ambitious fundraising team, supporting and inspiring them to meet their goals.

You have a keen interest in the development of effective teams within an organisation, and a drive to use your expertise to ensure that Waverley Care has the best possible employee experience.

You bring a practical understanding of funding and strong skills in budget planning and financial strategy, and are determined and proactive. You enjoy the challenge of innovation and you are an enthusiastic and effective decision maker, able to take initiative and drive change when it matters most.

You're a confident communicator, as comfortable having a coffee with a service user and hearing their story as giving a presentation at a board meeting.

Essential Requirements

- Successful track record in senior management in a charity or other setting
- Experience in overseeing growth and development within their organisation
- Numerate and analytical with the ability to financially appraise strategic and operational decisions
- Experience of managing and setting budgets
- Experience of using financial systems and processes
- Communicate effectively with colleagues and board members
- Ability to work at pace, with excellent problem solving skills
- Ability to inspire and motivate staff
- Ability to make decisions and set pace

Additional Information

- Salary £46,800 (pay review pending)
- 37.5 hours per week
- Hybrid and highly flexible
- 36 days annual leave per year (including bank holidays)