

Head of Health Delivery & Development

Job Level	6	Job Reference No:	
		Role Review Date	March 2025
Directorate	UK Operations	Function	Health & Care
Service	Health & Care	Reports to	Director Health & Care

Scale and scope of role

Direct Reports	Up to 6	Indirect reports	20+
Budgetary responsibility/ accountability	c. £3m - £5m	Accountable for other resources	Fleet required by service

Context

We help anyone, anywhere in the UK and around the world, to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (Compassionate, courageous, inclusive, and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

Purpose of the role

The Head of Health Delivery & Development is responsible for leading the functions which enable delivery of our health and care services across the UK. These include the Health Delivery Unit, Learning & Development Team, Practice Development and Product Development & Innovation functions. It is a key role which ensures systems, processes and ways of working enable quality in our delivery and ensure continuity is achieved across our products and services, in order to capture our reach and impact. It is fundamental in ensuring the work of central functions support our area structures effectively.

The role will facilitate professional networks within health and care to ensure collaboration, co-design, strong communication and a regular flow of information between central enabling functions and operational delivery teams. In addition, the role will oversee our product development and innovation resource, working across functions to grow the health and care services in line with our strategic ambitions.

Key Responsibilities

Delivery and Development

- Lead a portfolio of functions which enable delivery of high quality and consistent services across the UK.
- Oversee the product lifecycle approach to reviewing services which informs development of existing services and innovation of new opportunities in order to generate revenue.
- Generate, oversee and lead the development of reporting on service delivery for the portfolio of health services.
- Lead the discovery of strategic opportunities for innovation and improvement across the health portfolio.
- Ensure that all service development and delivery approaches are inclusive, culturally competent, and responsive to the diverse needs of the communities we serve.
- Own and prioritise the go-to market activities and improvement activities and work closely with internal stakeholder across operations, Internal Services and Comms and Marketing Teams to support the successful promotion and delivery of health services.
- Oversee the health delivery unit which looks after health specific technology systems, improvement activity and health management information reporting.
- Oversee the reporting arrangements for all health services including developing standard reports for commissioners and reporting performance to relevant British Red Cross (BRC) teams including providing periodical status report and updates on the strategy.

Team development

- To work as an ambassador and catalyst for development and change within Health & Care with a focus on ensuring a culture of continuous improvement and local frontline empowerment.
- Developing a co-ordinated health service approach where each service develops a standardised core framework for area teams to utilise and tailor locally. Frameworks will be interoperable i.e., a standard approach to resource modelling is in place across each service, which can flex to meet local requirements.
- As a member of the national Health & Care Management Team, ensure that we are learning and transferring experience effectively across the UK; assisting to implement the policies and other decisions made by UK Leadership Team (UKLT)/Executive Leadership Team (ELT).
- Foster a psychologically safe and inclusive team culture that prioritises staff wellbeing, encourages open dialogue, and supports resilience in high-pressure environments.

Comms and Advocacy

- Work with colleagues in marketing and advocacy to promote the health services and solutions available including supporting the development of a strategic plan for marketing, relevant campaigns and contributing to the development of advocacy and external engagement and influencing plans.

Stakeholder management

- Support the Health Operational Manager network to build strong connections between central enabling teams and local operational delivery teams. Identify good practice and support the scaling of this across health and care. Support operational managers by identifying projects for the Health Delivery Unit to drive forward which deliver improvement, streamline processes and support operational delivery.

- Support the Business Development Managers Network and encourage sharing of commissioner feedback and suggestions for improvement and innovation across the network. Ensure new ideas for health services and solutions are supported by a service development team.
- Ensure relevant connections are made with internal stakeholders including insight and improvement, business intelligence, professional services, advocacy and communications.
- To act as the pivotal role in understanding what each Health & Care area needs from the service teams to ensure standardisation provides local flexibility and economies of scale.

Leadership Behaviours

- Authentic, consistent, and honest leader.
- Actively listens and allow others to be heard.
- Adaptable to changing needs, pressures, and opportunities.
- Empowers others based on skills, expertise and by recognising diverse strengths, lived experiences, and intersectional identities.
- Dynamic, inclusive, compassionate, and courageous.

Team Leader

- All team members understand their responsibilities and objectives.
- All resources involving staff managed in accordance with BRC policies and procedures.
- All staff are kept informed of relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

Team Member

- Actively participates in all team meetings.
- Supports other team members.
- Work and behaves in accordance with all BRC policies and procedures.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous, and dynamic).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre- engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
None
Scotland
None
Northern Ireland
None

Drivers Checks

Required No

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Person Specification

		Requirement	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
Knowledge and Skills	Essential	<ul style="list-style-type: none">• Bachelor’s Degree with studies in Economics, Health Management, Social Care – or equivalent experience• Development and oversight of service or products including awareness of a product lifecycle approach• Excellent communication skills• Ability to work well under deadlines and juggle multiple priorities. Strong meeting management skills.• Strong business and financial acumen to facilitate strategic planning, business reviews, and opportunity assessments• Ability to challenge with respect to ensure clear communication and supportable commitments• Project management methodology• Knowledge of NHS and LA commissioning	S		
			S	I	
			S	I	I
				I	
				I	
			S	I	
			S		
	Desirable	<ul style="list-style-type: none">• Knowledge of regulatory differences in four nations of the UK• Knowledge of Quality Improvement including PDSA cycles		I	
				I	

Experience	Essential	<ul style="list-style-type: none"> • Experience in developing enabling functions or services in a commercial health or social enterprise environment • Ability to connect product strategy with business outcomes, fluency in product strategy discussions • Demonstrated capacity for influencing and making high-quality decisions and taking decisive action. • Ability to collaborate cross-functionally and to influence through data, insights, and storytelling • Creative problem-solver with ability to work independently and to drive for results • Ability to work effectively at all levels of an organization and build strong relationships with team members, managers, and senior executives in multiple locations • Experience in developing a high performing team and supporting individual growth and development 	S	I	
	Desirable	Technology project implementation	I		
Additional requirements	Essential	<ul style="list-style-type: none"> • Ensures inclusive practice and promotes diversity • Ability to work and travel occasionally in the UK e.g. twice a month. • Ability to work unsocial hours on occasion e.g. once a quarter 	I		
	Desirable				

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.