



Director of Innovation and Development

Information Pack

Contents

Introduction.....	3
Who we are	4
What we do	5
How we're organised.....	7
Strategy	8
Financials.....	9
Meet the Extern Group Board	10
Job Description.....	12
Person Specification	14
How to apply.....	16
Timeline	17

Introduction

Dear Candidate

Thank you very much for your interest in the role of Director of Innovation and Development at Extern Group.

The Extern family is made up of an exceptional group of individuals who, in addition to their skills and professionalism, bring an unwavering commitment to social justice to their work.

That commitment has helped guide our organisation through the many challenges it faces as we endeavour to improve the lives of our services users through the design and delivery of our effective services. The pandemic tested our staff to the limit, and the swift initial response from our front line and support teams was the difference between survival and catastrophe for many of the people we help.

Thanks to that commitment, we have emerged from the early phase of the pandemic even stronger and more agile in how we conceive our services and in how we deliver them. In addition, we have become even more influential in the statutory sector on behalf of the communities we serve, as we share the learning we gain from working alongside them.

In this information pack, you can read about what we do in summary, and you can find out much more detail from our website www.extern.org. We have partnered with Engage Executive Talent for this appointment and they will happily field any queries you might have in the first instance.

We are looking for someone with a strategic head and a commitment to excellence on behalf of the people we serve.

If you have the ability to lead a team that can develop creative solutions that benefit our service users, that can meet the needs of our delivery partners and that make us even more sustainable in an ever-changing environment, then we would love to hear from you!

Allen McCartney
Chair, Extern Group



Who we are

We transform lives as the leading social justice charity across the island of Ireland. Operating since 1978, we believe another chance can change a life.

Each year we speak up for and support more than 25,000 children, young people, individuals and families. We enable them to overcome their challenges, empower positive change and support family unity.

We also support, house, and advise people who are:

- homeless or facing homelessness
- refugees
- the Traveller community
- people who have been through the criminal justice system
- living with the impact of suicide
- dealing with mental health issues
- dealing with drug and alcohol issues



Extern employs more than 570 staff and last year we supported over 25,000 people across the island of Ireland to change their lives.

Extern Group is made up of subsidiaries Extern Northern Ireland and Extern Ireland.

What we do

For more than 40 years we have been standing shoulder to shoulder with people as we support them to transform their lives, creating safer communities for all.

Every day we strive for:

- Keeping children and their families together where possible
- An inclusive and fair society
- Reducing offending and the impact of offending on victims and the community
- People we work with are better equipped to make a contribution to their community
- People having somewhere to live



Last year Extern...

- Supported over 25,000 young people, families and adults across our services in 2021
- In Extern Ireland, we provided 1,061 respite breaks to young people struggling in their home lives
- We provided 11,339 hours of direct contact through our Early Years/Passport programme in the Western Trust area
- In the last year alone, 1,049 people attended awareness sessions run by our BDACT Connections programme
- 78% of young people who we supported through the Bail Supervision Scheme completed their programme
- 391 placements were provided for young people at our Kinnahalla Youth Village
- Our Mid Ulster South Tyrone (MUST) homeless hostel recorded 95.4% occupancy levels
- Extern's family support services provide a structure and routine to 890 young people through our Janus programmes
- We gave hope to 8,572 people living with severe alcohol dependency and drug use
- 22,474 new users accessed the Extern Problem Gambling website

Our Services

Detailed below are some of the services we offer:

Addiction Services

We provide homelessness services to people affected by drugs and alcohol. We work with partners to design and deliver addiction prevention initiatives. We deliver specialist drug and alcohol training commissioned by the Public Health Agency. We provide advice and support to problem gamblers and their families. As well as providing a ground-breaking Street Injectors Support Service, Extern offers a needle and syringe exchange service.

Disabilities services

Extern's Outreach Support Services works with people who have a disability or autism and who may find it challenging to integrate into traditional social, educational and community systems.

Housing and homeless services

Extern Homes provides move-on housing to homeless individuals and families. We also run projects focused on helping our Traveller community, as well as hostels for homeless people across the province, and floating support services to refugees and people with an offending past.

Justice services

As well as a Bail Supervision Scheme, Youth Diversion Projects and individually tailored support schemes for at risk young people in the Republic of Ireland, we provide Probation Approved accommodation in Northern Ireland.

Mental health and suicide

We have support programmes for people affected by suicide in addition to our Crisis Intervention Services and a drop-in office for people affected by mental health or substance misuse.

Minority communities

As well as helping our Traveller community on housing and healthcare issues, we run refugee resettlement and floating support services.



Skills and employability

Extern's Moving Forward, Moving On project works with young people, aged 16-24, who are not in education, training or employment

Young people and families

Our Early Years programmes helps vulnerable 8-12 year olds, while our FACES project helps those up to 18 who are at risk of being placed into care. Our Youth Villages provide respite breaks and training and skills facilities to children and young people, and our Looked After Children programmes supports people up to age 20 in care or placements. Our Youth Engagement and Youth Diversion programmes are supplemented by our Time Out model which provides a recreational respite alternative to short term care.

How we're organised



Strategy

Our Vision

We will aim to change lives to support a socially just and inclusive society.

Our Mission

We will create opportunities and provide supports to enable everyone to meaningfully participate in society.

Our Values

Respect

We value the feelings, opinions and rights of our service users, colleagues, and other stakeholders.

Integrity

All our decisions and interactions will be ethical, open, honest, and transparent.

Compassion

We care about our service users and colleagues and will act with empathy in all engagements.

Accountability

We hold ourselves and each other responsible for our decisions and actions.

Professional

We work inclusively with service users, colleagues, and key stakeholders to deliver high quality supports and evidence-based services

Financials

Here is a summary of Extern Group's latest published income and expenditure statements. You can click on the links below to access the Group's more detailed annual reports, and find specific Extern NI and Extern Ireland reports at extern.org/our-annual-reports.

	Funds	Funds	2021	2020
	£	£	£	£
Income from:				
Donations & Legacies	378,151	(1,958)	376,193	631,684
Charitable Activities	10,264,622	14,450,845	24,715,467	21,939,288
Other Trading Activities	73,253	-	73,253	38,587
Gain/Loss on Exchange	25,973	-	25,973	(430)
Other Income	-	-	-	(70)
Investment Income	50	-	50	7,242
Total Income	10,742,049	14,448,887	25,190,936	22,616,301
Expenditure on:				
Raising Funds	156,870	-	156,870	-
Charitable Activities	9,867,994	15,014,053	24,882,047	22,735,643
Total Expenditure	10,024,864	15,014,053	25,038,917	22,735,643
Exchange Rate Gains/(Losses) on Consolidation	(43,247)	-	(43,247)	63,123
Net Income/(Expenditure)	673,938	(565,166)	108,772	(56,219)
Transfers Between Funds	(677,469)	677,469	-	-
Net movement in funds	(3,531)	112,303	108,772	(56,219)

Extern Group Annual Report to March 2021

Extern Group Annual Report to March 2020

Extern Group Annual Report to March 2019

Meet the Extern Group Board



Allen McCartney (Chair)

Allen McCartney is by profession a Chartered Engineer and Fellow of the Institution of Engineering and Technology, with degree qualifications in both electrical engineering and corporate leadership. He had a distinguished career at Director level in Northern Ireland Electricity and Viridian Group and brings a wealth of experience from previous public sector board appointments in the Regulation and Quality Improvement Authority, the Department for Regional Development, and the Legal Services Agency Northern Ireland. He is a Lay Magistrate and an Assessor for the Northern Ireland Medical and Dental Training Agency.



Andrew McCloskey (Vice Chair)

Andrew is a business professional with more than 20 years' experience in global companies. He has worked in the procurement, IT, and planning departments specialising in the use of technologies to enhance business performance and holds a Master of Business Administration from Ulster University and a Law Degree from the Open University.



Aideen D'Arcy MBE

Aideen was educated at Queen's and the Ulster Universities. Aideen taught in the post-primary sector before embarking on a career in social housing for over 30 years, specialising in the provision of supported accommodation for vulnerable people. Aideen served on the NI Regional Council of the Society of St Vincent de Paul for over 15 years and undertook several initiatives to improve standards of accommodation and service provision of the organisation's homeless facilities throughout Ireland.



Jim Daly

Jim Daly is a self employed business consultant from Clonakilty County Cork. A qualified Teacher and former school principal, Jim spent 16 years working as a public representative and announced his intention to retire from politics in 2020 while serving as Minister for Mental Health & Older People. Jim previously served as Chair of the all party Oireachtas Committee on Children & Youth affairs where he championed many issues affecting vulnerable children especially those in foster care and played a lead role in the successful passing of the Children's referendum of 2012.



Brendan Johnston MBE

Brendan is a social worker and has spent his career in statutory social work in Northern Ireland. He has had experience of many different roles in his career, working in all programmes of care, though mainly in the area of children's services. In the late '90s he worked closely with Extern West, particularly with development of Killadeas, and later Roscor. More recently, Brendan was the first Chief Executive of Northern Ireland Social Care Council and was responsible for establishing the regulation of social care workers in Northern Ireland.



Ian McAvoy

Ian lives in Belfast and was educated at MCB and London University. After graduating in economics Ian studied accountancy. After a spell in practice, he became the Finance Director of a leading Irish brand and was promoted to Chief Executive, holding that position for 16 years. He has much expertise in strategic planning, transformation, finance and marketing. Ian was Chair of PlayBoard, Vice Chair of Sport NI, Director of Sport NI, and is presently Vice Chair of Ark Housing. He holds the position of Chairman of Rugby at Queen's University, Belfast



Stephen Leach

Stephen lives in North Down and was educated at Cambridge University. He joined the Civil Service in 1975 and worked in the Northern Ireland Office and other Departments. In 1990/91 he spent a year in the USA as a Humphrey Fulbright Fellow. Subsequently he was involved in the negotiations which led to the Good Friday Agreement, and from 2000 to 2009 he was the Chair of the Northern Ireland Criminal Justice Board. After retiring from the Civil Service in 2009, he was appointed as a Non-Executive Director of the Health and Social Care Board and served in this role for 11 years. He has also served as a Parole Commissioner and as the Northern Ireland Commissioner on the Criminal Cases Review Commission, based in Birmingham.



Job Description

Employer:	Extern Group
Reporting to:	Chief Executive Officer
Responsible to:	Chief Executive Officer
Location:	Extern has offices in both Northern Ireland and Republic of Ireland, however the post-holder can avail of hybrid working arrangements.
Hours of Work:	40 hours per week, typically 7.5 hours per day. Flexibility regarding working hours, to include evenings and weekend working, will be required to meet the requirements of the position.
Salary:	Salary is subject to negotiation dependent on experience.
Responsible for:	Innovation and Development Directorate
Direct Reports:	Head of Communications and Engagement Fundraising Manager Data Protection Officer Business Support Manager

Job Purpose:

Reporting directly to the Chief Executive Officer (CEO), the Director of Innovation and Development is a key leadership role within the Extern organisation with responsibility for developing and executing on the charity's strategic direction and implementation of business development plans to secure the future sustainability of Extern.

As part of the Strategic Leadership Team (SLT), the Director of Innovation and Development will be responsible for providing leadership to the Innovation and Development Directorate, ensuring the Extern Strategic Plan (in association with the CEO and Board) and the Extern Business Development Plan are approved at Board level, fit for purpose, implemented and evaluated. The post-holder will be responsible for ensuring the Directorate is achieving its objectives in full.

The Director of Innovation and Developments' primary objective will be to drive sustainable income generation that will give direction to tenders, grant applications, communications and engagement, fundraising, corporate engagement, public affairs and policy development.

The post-holder will also lead on the growth of Extern's service development across the Group matching Extern delivery to the needs of the various stakeholders and service users.

The post-holder will role model and be responsible for ensuring that Extern's activities are aligned to our vision, mission and values and enriches the lives of service users across all Projects.

Key Responsibilities:

Company Strategy

- To support the CEO and Board of Trustees by leading the process around the development of a three-year strategy and annual implementation plan that are informed by feedback from a range of stakeholders as well as external market analysis.

Meeting Business Development Targets

- Develop and execute on Business Development Strategy and Plan which focuses on building sustainable income generation and includes clear plans for the high-quality delivery of communications and engagement, fundraising, policy and public affairs and data protection.
- Thereby securing funds to meet Extern's needs and commitments through identifying and executing on appropriate opportunities and innovative business models to generate additional sources of funding aligned with strategy.
- Present suitable funding opportunities to the Innovation and Development Committee, in partnership with the Directors of Services (Northern Ireland and Republic of Ireland), and where appropriate, relevant Board/s for approval.

Robust Measurement

- Monitoring of key performance indicators (KPI's) to ensure Business Development actions are delivered effectively and efficiently, and with the Director of Finance and Corporate Services providing management information reports on performance against plans and budgets and circulate regularly to appropriate stakeholders.

Active Stakeholder Engagement

- Develop formal stakeholder engagement plans to expand and evolve relationships with funders, statutory and voluntary agencies, professional bodies, potential corporate sponsors, philanthropists and other stakeholders as appropriate.

Governance

- As part of SLT ensure that the organisation fulfils its legal, statutory and regulatory responsibilities.
- Develop corporate governance documents including annual reports and Trustees reports.

Leadership

- Provide inspirational leadership and strategic guidance to own management team and staff ensuring they are empowered and developed to fulfil their individual roles and organisational objectives.

This list is not exhaustive. The Director of Innovation and Development is required to be flexible in relation to working hours and to take on any additional tasks which are deemed appropriate for the role.

Person Specification

Essential Criteria

- Hold a relevant third level qualification, at degree level/Level 8 on the NFQ.
- A minimum of three years' recent and relevant senior management experience in Business Development, ideally within the not-for-profit Sector.
- A minimum of three years' experience of generating sustainable income streams ideally for an organisation with an annual turnover of £/€10m+.
- Excellent communication and interpersonal skills including the ability to build and sustain strong working relationships with key stakeholders.
- Ability to collaborate with and influence internal and external stakeholders to drive commitment, compliance and the delivery of results.
- Ability to pro-actively problem solve and generate creative and innovative solutions for the Innovation and Development Directorate as well as the wider organisation.
- Ability to demonstrate a strong, motivational and inspirational leadership style guiding and developing employees and volunteers to achieve best practice.
- Ability to drive and lead change, think strategically and demonstrate a commitment to on-going professional development and training.
- Understanding of professional standards and regulations.
- Proficient in the use of IT software, to include Microsoft Office applications.
- Full clean driver's licence and access to own car. The successful candidate must hold sufficient car insurance, to include provision for business related travel, to enable travel throughout Northern Ireland and the Republic of Ireland. Please note; driving criteria will be waived in the case of an applicant whose disability prohibits driving however can demonstrate they meet the mobility requirements of the role.
- Available to work irregular hours including evenings and weekends. Occasional overnight stays away from home may be required to support operational requirements.

Desirable Criteria

- Hold a professional qualification, Post-graduate Diploma or Master's degree in a related field.

Key Attributes

- Excellent strategic leadership with the ability to interact and influence at all levels of the organisation.
- Enabling style of leadership that combines charisma with a practical and pragmatic approach that gains respect from others.
- Ambition, energy, drive and resilience to deliver results within prescribed timescales and budgets.
- Commitment to service excellence, stakeholder relationships and continuous improvement.
- Personal conduct, professional integrity and credibility that commands the confidence and respect of Board members, management, staff, business partners and other stakeholders.
- Commitment to Extern's vision, mission, and values.

Please note

- To apply for this role, the supplementary questions form must be completed ensuring the applicant demonstrates specifically how they meet the criteria for the post. Experience must be relevant to the job description as set out above. Applicants who do not demonstrate this on the application form will not be shortlisted for interview.
- Applicants must have the right to work in Northern Ireland/Republic of Ireland.
- Successful candidates will be required to undergo a relevant Access NI/Garda Vetting check prior to any formal job offer being made. Please note that having a criminal record will not necessarily be a bar to obtaining employment with Extern.
- Extern reserves the right to enhance the essential criteria for the post in the event that a high volume of applications are received.



How to apply

Please forward a **CV** together with the completed **Supplementary Questions Form** available from www.engageexec.co.uk, ensuring you have included mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with from the recruitment timetable. You will also be asked to submit a separate **Equality Form** (see below).

The deadline is **Noon on Monday 31 October 2022**. Applications should be made by email to: patrick@co3.org.uk.

Contact Patrick Minne on 07792 509003 if you have any queries about the role or the application process.

Equality Monitoring and Criminal Convictions Disclosure

Along with the CV and Form, you will be asked to complete and return the Equal Opportunities Monitoring and Criminal Convictions Disclosure Form in a separate document. Neither of these will be disclosed to anyone involved in shortlisting your application.

Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities”.

If you consider yourself to have a disability relevant to the position for which you are applying, please contact Patrick Minne so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

Extern is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Timeline

CV, Supplementary Questions and Equality Monitoring and Criminal Convictions forms to be submitted Noon, Monday 31 October 2022

First Stage Interview with Extern Group Board Panel

Date to be confirmed

Second Stage Interview and Assessment with Extern Group Board Panel

Date to be confirmed



Please address any enquiries relating to the advertised position, and your submission, to Extern's recruitment partners:

Patrick Minne



Tel: 07792 509003

Email: patrick@co3.org.uk

www.engageexec.co.uk



Enquiries unrelated to this recruitment can be addressed to:

Extern

Hydepark House,
3 McKinney Road,
Newtownabbey, BT36 4PE

Tel: +44 (0)28 9084 0555

Charity Registration NIC105869 | A Company Limited by
Guarantee NI 16083