



Head of Policy and Operations Information Pack

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Introduction

Dear Candidate

Thank you for your interest in joining the team at the Centre for Independent Living NI (CILNI).

CILNI is an organisation made up of 40+ staff, supporting disabled people in their independent living choices and in particular provides a range of services for people using or considering using Direct Payment Payments / Self Directed Support.

We are currently seeking a part-time Head of Policy and Operations to join our Management Team.

This is a pivotal role, ensuring the efficient and effective delivery of our services, while driving our strategic objectives and operational excellence.

As a member of the senior management team, you will play a crucial part in shaping the future of CILNI, contributing to our vision of supporting disabled people to live independently with dignity and choice.

We are working with our recruitment partners Engage on this search and selection exercise, and they will be delighted to field any queries you might have in the first instance.

If this sounds like an exciting opportunity to you and you have the experience and skills that we need in our Head of Policy and Operations, we look forward to welcoming your application.

We would especially encourage applications from disabled people.

Bryan Myles

Chief Executive



Who we are

We are dedicated to enhancing the lives of individuals with disabilities across Northern Ireland. Our organisation is built on the belief that everyone has the right to live independently, make their own choices, and fully participate in society.



Since our inception, CILNI has been at the forefront of advocating for and supporting people with disabilities. Our mission is to provide comprehensive support services that promote autonomy, independence, and equality. We work tirelessly to break down barriers and create opportunities that empower individuals to achieve their personal goals.

Our Values

1. We put people first

We focus on assisting disabled people in making the biggest difference they can in their everyday lives. We encourage them to feel part of a diverse movement that is bound by a common purpose and values, so they can have an impact on issues that no organisation can solve alone. We support our staff so that whatever they say and do is relevant and responsive to the everyday experiences, needs and aspirations of disabled people.

2. We prioritise independent living

We advocate for independent living values, principles and practices, namely barrier-free environment, provision of personal assistance support and adequate technical aids, together making full inclusion of disabled people possible.

3. We lead with authority and responsibility

We believe our leadership role as the voice of independent living is best fulfilled by challenging and inspiring the people we work with. We take the lead in promoting the credibility of and confidence in disabled people's own experience. We make sure what we say is evidence-based and gathered through robust methods.

4. We think big

We are a small team with big ambitions for disabled people. We are curious, innovative and open to new ideas. We try new things and learn from them and encourage everyone we work with to do the same. We seek feedback and use this to enhance the quality of experience of working with us.

What we do

We are committed to providing vital services and support that empower individuals with disabilities to live independently and participate fully in their communities. Our work is grounded in the belief that every person deserves the opportunity to lead a self-determined life.

Advice Service

CILNI offers free access to trained Independent Living Advisers, many of whom have years of experience in supporting individuals who have decided to take more control over their lives and become an employer through Direct Payments.

Finding a Personal Assistant

Our Independent Living Advisors can assist with the recruitment and employing of caring staff.

Payroll Service

CILNI offers a specialised payroll service designed to support individuals who employ personal assistants or support staff. This service is tailored to meet the unique needs of people with disabilities who require assistance in managing their payroll functions.

Direct Payment Accounts Service

CILNI offers the services of accounting staff who are experienced in all aspects of basic DP accounting and budgeting. The CILNI accounting team work alongside the CILNI payroll team. The accounts service provide practical accounting assistance for DP users and is personalised for each individual.

Training and Outreach

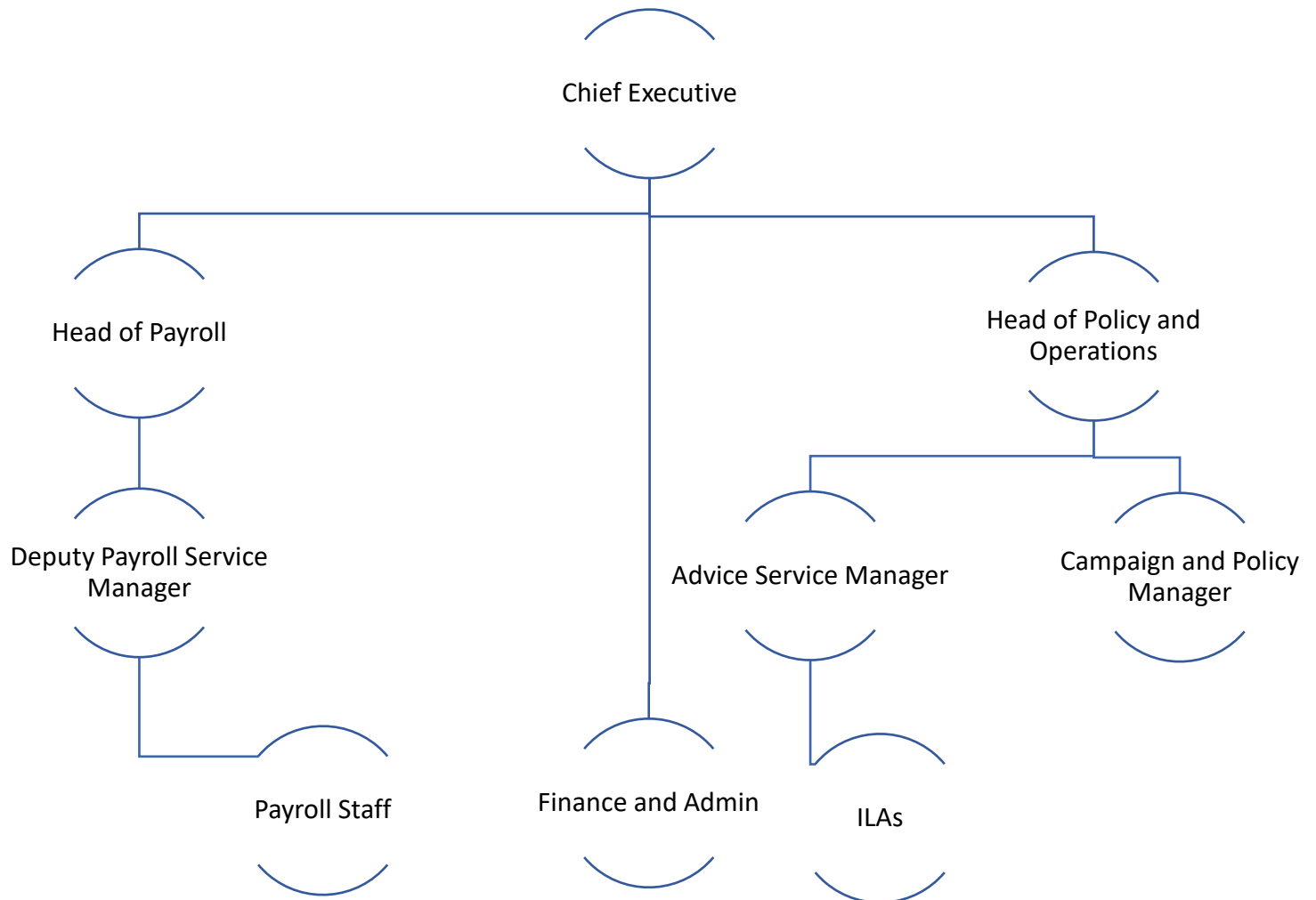
We are very keen to build as many positive partnerships as possible in our goal of helping those with a disability or long-term illness to live more independent and inclusive lives within their local communities.

We can provide free training on the use of Direct Payments to anyone in our local communities including the statutory sector, community and voluntary sector, schools, colleges, universities, or any other interested party.

Campaigns and Engagement

We campaign for change by providing a platform for disabled people to have their voices heard, especially on issues important to them. Through research and lived experience, we influence government policy and highlight the challenges faced by disabled individuals. We collaborate with partners across sectors and create opportunities for direct engagement between service users and policymakers.

How we're organised





Bryan Myles
Chief Executive

Bryan obtained his honours degree from Ulster University in 1996. He became a professionally qualified manager in 2001 gaining experience of managing within the charity and social economy sectors across Northern Ireland, Republic of Ireland and UK. He worked for eighteen years in the inclusive transport sector in the areas of management, consultancy, policy, training, advice and research. He joined CILNI in 2016. In his role as CILNI Chief Executive, he is responsible for the implementation of the organisation's strategic plan and the effective management of its resources. He has had several public appointments, has been a member of a number of Northern Ireland Departmental advisory groups and a company director of several social enterprises.



Kevin McKegney
Head of Payroll
Service

Kevin is the Head of Payroll Services at CILNI. With a career spanning over eight years in payroll, Kevin has amassed significant experience and holds an Associate membership with the Chartered Institute of Payroll Professionals. Since joining CILNI in June 2017, he holds a BTEC Level 3 Award in Payroll Techniques and is dedicated to leveraging technology for better service delivery. His typical day involves task planning for his team and addressing customer queries.



Deena Nimick
Policy and Campaign
Manager

Deena has been working for CILNI for over 17 years. Initially as an Independent Living Adviser with research and development responsibilities, until she took up the position of Independent Living Service Manager in 2018 and started her current position of Policy and Campaign Manager in 2024. She has many years of experience working within the voluntary and community sector and held a number of positions focusing on improving life opportunities for disabled people. Before joining the CILNI Team, she had worked for the 174 Trust for 15 years as Disability Project Co-ordinator, which involved developing a range of services. Deena obtained her Level 5 diploma in Leadership and Management (through the Institute for Leadership and Management) in 2013, then her City and Guilds Level 2 in Independent Advocacy in 2018.



Carla Bevin
Advice Service
Manager

Carla has been with for CILNI for 6 years and began her career with CILNI as an Independent Living Adviser, until she took up the position of Deputy Independent Living Service Manager in 2023 before moving into the role of Service Manager in 2024. She has over 12 years of experience working within the health and social care sector and has worked a variety of roles in this field. Prior to joining the CILNI Team, she had worked for independent care providers managing regional areas, responsible for coordinating large teams of carers and ensuring delivery of services. Carla obtained her BSc Honours degree from the University of Ulster in 2001 and has undertaken various training programmes and qualifications in the years since, most recently obtaining her City and Guilds Level 2 in Independent Advocacy in 2019.

Strategy

Our Vision

Our vision is to create a world where disability is not a disadvantage, as envisaged by the social model of disability.

Our Mission

Our mission is to deliver a range of quality services, which meet the needs of disabled people in Northern Ireland.



Connecting

We will connect disabled people to each other and with other people.



Promoting

We will promote CILNI through listening and providing opportunities for disabled people to be heard.



Informing

We will use personal experience to help inform and influence government policy.



Providing

We will ensure CILNI services are appropriate and of a high quality.



Strengthening

We will expand CILNI membership through recruiting new members and retaining existing members.

Financials

Here is a snapshot of our latest published financial accounts at March 2023. You can click on the links below to access the last three years full annual reports.

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
<u>Income from:</u>							
Donations and legacies	3	50	-	50	10,000	6,112	16,112
Charitable activities	4	1,048,376	-	1,048,376	1,065,841	-	1,065,841
Investments	5	1,544	-	1,544	358	-	358
Total income		1,049,970	-	1,049,970	1,076,199	6,112	1,082,311
<u>Expenditure on:</u>							
Charitable activities	6	1,042,068	-	1,042,068	1,080,976	-	1,080,976
Net gains/(losses) on investments	12	(14,616)	-	(14,616)	35,741	-	35,741
Net (expenditure)/income for the year/ Net movement in funds		(6,714)	-	(6,714)	30,964	6,112	37,076
Fund balances at 1 April 2022		776,135	11,325	787,460	745,171	5,213	750,384
Fund balances at 31 March 2023		769,421	11,325	780,746	776,135	11,325	787,460

	Notes	2023 £	2022 £
Fixed assets			
Tangible assets	13	21,376	29,601
Investments	14	453,714	466,917
		475,090	496,518
Current assets			
Debtors	15	112,754	130,230
Cash at bank and in hand		396,707	332,053
		509,461	462,283
Creditors: amounts falling due within one year	16	(203,805)	(171,341)
Net current assets		305,656	290,942
Total assets less current liabilities		780,746	787,460
Income funds			
Restricted funds	17	11,325	11,325
Unrestricted funds - general		769,421	776,135
		780,746	787,460

[Annual Accounts March 2023](#)

[Annual Accounts March 2022](#)

[Annual Accounts March 2021](#)

Meet the Board

CILNI's board is made up entirely of disabled people who throughout their working lives have accumulated a wealth of knowledge of government administration, health and social care, governance of voluntary organisations and business. Through regular board meetings, the board is actively involved in overseeing the governance and financial direction of the organisation. In addition, board members help to promote CILNI's work to key audiences and represent the charity at events.



Michael Holden
Chairman

Michael, who has Motor Neurone Disease, is a member of several organisations; alongside the Centre for Independent Living in NI, he is also a member of the European Network for Independent Living in Brussels as well as Deputy Chairman of a patient working group at the Royal College of GP's here in Northern Ireland.

He has been involved in numerous projects to help assist people living with disabilities including the launch of his website 'Trip-Ability', working in the education sector to advance disability awareness training and addressing conferences to highlight the challenges people with disabilities can face in relation to finding employment.



Mike Hendra

Mike has a lifetime of experience of physical disability, since the onset of paraplegia in 1965, and is a wheelchair user. He retired from the NI Civil Service in 2006 following 36 years working in Health and Social Care, including 14 years as policy manager for Community Care.

Mike has played a leading role in the promotion of Disability Sport over many years and represented Ireland in Sailing in the 1996 Atlanta Paralympic Games. He served as a board member of Habinteg Housing Association (Ulster) Ltd until 2013 and is a founder member and former chairperson of both Belfast Lough Sailability and the Centre for Independent Living NI.

Mike brings a wealth of experience to the promotion of Independent Living in its fullest sense. He has been married to Angela for over 40 years.



Angela Hendra

Angela has been a wheelchair user since 1958 as a result of a spinal abscess. She was rehabilitated at the world famous Stoke Mandeville Hospital Spinal Unit where she was introduced to wheelchair sports. This has been a lifetime passion of competing internationally for over 20 years including 4 Paralympic Games. Angela was awarded the MBE in 1991 for services to Sport in Northern Ireland. She is also holder of Ireland's highest Paralympic award (the Paralympic Order) for services to sport in Ireland and has served on National Bodies British Wheelchair and Ireland Wheelchair Association.

Angela worked as a cytotechnician in the Belfast City Hospital for 42 years until retirement in 2010.

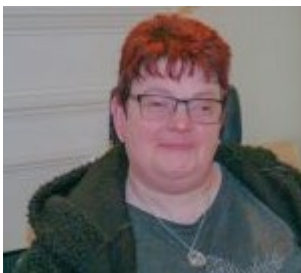
In 1996, Angela accompanied Philomena McCrory on a study trip of disability services throughout the United States. Their joint report was the basis for setting up Centre of Independent Living in Northern Ireland. Angela is also a founder member of Disability Sport NI and its former Chair.

Angela is deeply committed to improving the services for disabled people impacting all aspects of their lives including access, health and social care, mobility and transport. She served as an adviser to the Eastern Board on disability issues and as a Lay Inspector for the Board's former Registration and Inspection Unit. Angela is a member of Habinteg Housing Association's Housing Management Committee.



Amanda Paul

Amanda has worked in the statutory sector for a number of years. Amanda is also a wheelchair user and experienced employer.



Alison Lockhart

Alison, a wheelchair user, has dedicated over 30 years to public and voluntary service. Throughout her career, she has passionately advocated for the rights of disabled people, striving to ensure they have choice and control over their own lives. Her work has focused particularly on issues related to housing, independent living, and transport, aiming to create a more inclusive and accessible society for all.



Patricia Millar

Patricia Millar has been a dedicated Board Member of the Centre for CILNI for the past three years. She also works for the Department for Communities, where her commitment to public service is evident. Throughout her tenure at CILNI, Patricia has passionately advocated for the rights of disabled people, striving to ensure that their voices are heard and their needs met.



Caitriona Graham

Caitriona has been a CILNI board member since 2021 and, in 2024, was appointed as the board's Safeguarding Champion and Honorary Secretary. She has great knowledge about rare conditions and how they affect people's lives, including her own. Caitriona volunteers as the Northern Ireland Area Coordinator for EDS UK. This involves managing a Facebook group and being the local contact for individuals who have been recently diagnosed with EDS, so she can provide them with support and advice. Caitriona is an advocate for simple smart household technology to be used by disabled people to make their lives easier.



Brian Aylward

Brian is a distinguished board member of the Centre for CILNI. With a profound commitment to human rights and equality, he has been an ardent advocate for the rights of individuals and communities. Brian's diverse interests include a love for sport, art, and travel, which enriches his perspective and inform his advocacy work. He values the importance of social connections and enjoys meeting up with friends.

Job Description

Job Title:	Head of Policy and Operations
Reports to:	Chief Executive
Grade/Band:	CILNI Band 6B Point 1 £38,200 Pro-rata and 3% employer pension contribution
Location:	Belfast with hybrid-working
Contract Duration:	Permanent
Hours:	21 hours
Probationary Period:	Six months
Holiday Entitlement:	20 days per year plus holidays. One extra day per year of service of up to a maximum of 25 days (Pro-rata)
Benefits Package:	✓ Occupational Sick Pay ✓ Employer Funded Private Healthcare ✓ Cash Back Health Scheme ✓ Free on-site car parking

High Level Summary of Role:

The Head of Policy and Operations will play a pivotal role in the strategic and operational leadership of CILNI. You will oversee the efficient and effective delivery of a number of our services, ensuring that all programmes and operations align with the organisation's mission to support independent living for disabled people across Northern Ireland. As part of the Management Team, you will lead on a number of the operational management elements of our key services. You will also manage partnerships, ensure compliance with relevant regulations, and develop systems that support CILNI's growth and sustainability.

Operational Leadership and Service Delivery

- Lead on a number of day-to-day operations, ensuring high-quality service delivery across programmes, including Policy & Campaigns and Information, Advocacy & Advice services.
- Work with the Management Team to ensure policies, procedures, and systems are in place for quality delivery.
- Oversee and evaluate the efficiency and effectiveness of services, promoting independence, choice, and dignity for service users.

Strategic Planning and Innovative Service Development

- Collaborate with the Management Team to develop and implement strategies aligned with CILNI's vision and long-term goals.
- Identify opportunities for service expansion, innovation, and development to meet the evolving needs of the disabled community.

People Management and Leadership

- Support the Management Team in ensuring CILNI has the necessary human resources to achieve its strategic objectives.
- Manage staff recruitment processes, job descriptions, and person specifications.
- Lead, motivate and manage staff, fostering a collaborative and inclusive working environment.

Partnerships, Stakeholder Engagement, and Advocacy

- Build and maintain relationships with key stakeholders, including government bodies, health trusts and third-sector organisations.
- Represent CILNI at external events, advocating for independent living and the rights of disabled individuals.

Compliance and Risk Management

- Work with the CEO to ensure compliance with statutory legal and regulatory requirements, managing risks related to health and safety, data protection and safeguarding.
- Develop systems for monitoring performance, reporting outcomes to the Chief Executive and Board of Directors.

Person Specification

Essential Experience

- At least three years' experience of working at a senior management / leadership level within a multi-disciplinary organisation.
- Extensive senior management / leadership level experience with direct involvement in key organisational decisions.
- Proven track record in leading teams and managing service delivery.
- Experience of developing, implementing and managing HR processes.
- Experience of reviewing and implementing organisational policies.
- Experience of developing and delivering strategic and operational plans and monitoring their effectiveness.
- Experience of ensuring that an organisation's resources are aligned with its mission and goals.
- Experience of stakeholder management with demonstrable track record of successful influencing and negotiating.
- Strong understanding of compliance requirements, risk management and safeguarding practices.
- Strong understanding of the principles and practices of independent living, disability advocacy and the statutory and regulatory framework governing social care services.

Essential Skills

- Excellent interpersonal skills and collaborative management style.
- Excellent communications and stakeholder management skills.
- Strong leadership skills and proven ability to manage, coach, mentor and develop people.
- Working knowledge of IT / business infrastructure and MS Office.
- Flexibility to meet the demands of the post including the need to occasionally travel within NI.

Desirable Experience

- At least three years' experience of working in the VCSE not-for-profit sector.
- At least three years' experience in the last ten years working with the challenges faced by disabled people and carers.
- Demonstratable experience of ensuring legal compliance in the voluntary and/or social enterprise sector.

How to apply

Please forward a **CV, maximum three A4 sides**, together with a 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 Wednesday 30th October 2024**. Applications should be made by email to: **apply@engageexec.co.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

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

By submitting an application for this position, you are consenting for your personal information to be processed and used for the duration of this recruitment campaign.

Timeline

CV, Supplementary Questions and Equality Monitoring and Criminal Convictions forms to be submitted

Noon, Wednesday 30th October 2024

First Interviews

Monday, 4th November 2024

Second Interviews (may include a seen or unseen task)

Tuesday, 12th November 2024

Final Interviews

Monday, 25th November 2024





Please address any enquiries relating to the advertised position, and your submission, to Centre for Independent Living'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:

Centre for Independent Living NI
Linden House
Beechill Business Park
96 Beechill Road
Belfast BT8 7QN

Tel: 028 9064 8546
Email: info@cilni.org

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