**2025**

Dear Applicant,

Thank you for your interest in the post of **Head of HIV Services**.

In this pack you will find:

* Job Description
* Person Specification

On our website at [metrocharity.org.uk/jobs](https://metrocharity.org.uk/jobs/) you will find:

* Application Form
* Guidance Notes for Applicants
* Monitoring Form
* Our Equal Opportunities Policy Statement

Please note that **CVs will not be considered** as part of your application, we will be short-listing from fully filled out application forms only.

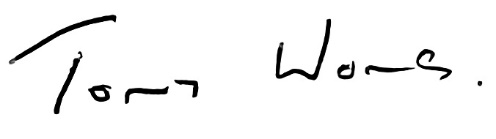
Your completed application form should be sent to arrive no later than **9:00am on Monday 12th May 2025** by email to recruitment@metrocharity.org.uk. Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. Please also complete the Equality and Diversity monitoring form which can be found on our website at the link above.

Interviews, held in our Woolwich office, will be held between the 26th and 31st May 2025.

For further information regarding this post please contact **Alessandro Ceccarelli, Director of Services on 020 8305 5000 or by email** [**alessandro.ceccarelli@metrocharity.org.uk**](mailto:alessandro.ceccarelli@metrocharity.org.uk)

We look forward to hearing from you.

Best wishes



Tony Wong, CEO

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# Job description

## Key details

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| --- | --- |
| **Job title** | Head of HIV Services |
| **Employment status** | Part-time (0.8 FTE, 4 days a week) |
| **Duration** | Fixed-Term Contract (until March 2026), with possibility of extension |
| **Salary/Wage** | £39,212.83pa (Full Time Equivalent salary £49,016.04 pa) |
| **Hours** | 28 hours a week, Monday – Friday with some occasional evening and weekend working |
| **Line manager** | Director of Services |
| **Coordinated by** | Director of Services |
| **Employer** | METRO Charity (The Metro Centre Ltd) |
| **Location** | Main location of work is METRO Woolwich or METRO New Cross and across other METRO offices and areas of operation, particularly in South London |
|  |  |

## Job outline

The post holder is responsible for the delivery and development of all METRO’s HIV services. They will provide strategic leadership for METRO’s work in the HIV domain and line manage a team of managers. They will be responsible for the financial direction and strategic growth of the HIV domain, overseeing and developing new programmes for the charity. They will ensure our services are delivered to a high standard and are co-produced with people living with and affected by HIV.

**Programme**

METRO runs various HIV prevention and support services across London and the Southeast.  These services include Pan London and local HIV prevention services, HIV support services including advice and advocacy and family support, HIV peer mentoring and counselling services. Many of these services are delivered in partnership with agencies such as the GMI Partnership consisting of Spectra, Positive East, and our partners such as The Love Tank and African Advocacy Foundation.  Our services are also embedded in other sexual health partnerships, such as the SASH programme, which consists of our partnerships with Turning Point, London Friend and Naz.  We also work with several NHS Trusts as part of our work with the London HIV Fast Track Cities programme and wider programmes.

**Main tasks**

1. Provide support to the team to deliver services effectively, particularly using structured programme and project management frameworks and skills (e.g., Agile methodologies; Scrum; Kanban; PRINCE2; MSP - Managing Successful Programmes).

1. Lead fundraising efforts for the HIV domain by identifying funding sources, developing partnerships, and writing high-quality funding bids to support service sustainability and growth.

1. Provide strategic leadership and management of all METRO’s HIV services to deliver and develop quality, inclusive services with tangible and measurable outcomes for service users.

1. Ensure the planning, delivery, reporting and evaluation of all of METRO’s HIV services across London and the Southeast, including peer support groups, advice and advocacy, family support services, and HIV prevention services.

1. Collaborate with senior managers and other managers of METRO, where appropriate, to grow and diversify METRO’s integrated HIV services through the submission of statutory and non-statutory funding bids.

1. Build and maintain relationships with external stakeholders, including health and social care professionals, commissioners, local strategic commissioning groups, GPs, local authorities, and other relevant charities, including LGBT charities, NHS Trusts and service users.

1. Raise and maintain the quality of all METRO HIV Services through all relevant standards, guidance and accreditations, including the [British HIV Association](http://www.bhiva.org/guidelines.aspx), [Children’s HIV Association](http://www.chiva.org.uk/), [National Institute of Clinical Excellence](https://www.nice.org.uk/search?q=HIV) guidance and other appropriate guidance and legislation.

1. Be responsible and accountable for safe practice and safeguarding across all of METRO’s HIV services, working with the Designated Safeguarding Officer, in line with METRO’s Safeguarding policies, and be an active member of the Safeguarding Steering Group.

1. Oversee the recruitment of volunteers, including advice and advocacy volunteers, family support student social workers, peer mentors, and outreach volunteers, ensuring that they understand the needs of service users, particularly those living with and affected by HIV. This will include managing the development of job descriptions, advertising, and the selection process in conjunction with service managers.

1. Ensure confidentiality of data, particularly when dispatching data to external agencies, and have an awareness/understanding of data protection issues in line with METRO’s Information Governance Policies and Procedures.

1. Support the development and delivery of in-house training on HIV issues. Help identify needs and provide support, information and advice to participating services/healthcare providers by coordinating and signposting.

1. Work closely with the Communications Team, and the Head of Insight, to develop effective communication routes and tools with service users, providers and commissioners of services and the public, including reports, briefings, web and social media content and more traditional media.

1. Actively work with partners to co-deliver programmes that complement strengths and manage relationships.

1. Lead the HIV Domain Managers, which have the responsibility to drive forward and monitor the strategic aims, objectives and specific activities within the HIV domain.

1. Chair and lead the HIV Domain staff team meetings.

1. Occasionally work evenings and weekends as required and provide occasional office cover, to welcome service users, answer general enquiries, field telephone calls, etc.

## Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO’s policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO’s Information Governance policies.
4. In line with METRO’s policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training modules as indicated by your line manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by your manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

# Person specification

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| Knowledge & Experience | Skills & Abilities | Essential  /Desirable | Application  /Interview |
| Degree level qualification in education health, social work or other relevant degree, or comparable experience |  | Essential | Application/Interview |
| At least five years’ experience of working in the voluntary sector, and at least two years in a “Head of” or “Director” role, or comparable senior level strategic responsibility. |  | Essential | Application/Interview |
| Demonstrated experience of budgeting and monitoring grants spends and finances of projects. |  | Essential | Application/Interview |
| Demonstrated experience of contract/service management in relation to contract and KPI compliance, action plans, communication plans and working to deadlines. |  | Essential | Application/Interview |
| Formal qualifications or formal training in programme management methodology, such as PRINCE2, Agile, Kanban or Scrum. |  | Essential | Application/Interview |
| Experience of conducting and monitoring risk assessment in service provision |  | Essential | Application/Interview |
|  | The ability to design and implement recovery plans to cover service shortfalls | Essential | Application/Interview |
| Experience of setting up a new service, including project planning, budgeting and recruitment |  | Essential | Application/Interview |
| Experience of managing individual staff, teams, and personal development plans |  | Essential | Application/Interview |
|  | Skilled at working and communicating at multiple levels within an organisation (with staff, managers, senior managers and Board members) and able to manage the complexities and conflicts that may arise | Essential | Application/Interview |
|  | Excellent communication skills, presentation and negotiation skills both with service users, multi-agency colleagues, and proven experience of networking with professionals | Essential | Application/Interview |
| Understanding of HIV prevention and support methodologies and their use in communities most affected by HIV. |  | Essential | Application/Interview |
| Experience of representing an organisation externally at meetings and conferences. |  | Essential | Application/Interview |
| Experience of bid writing and sourcing funding opportunities (i.e., statutory and/or Trust) |  | Essential | Application/Interview |
| Knowledge of the national policy context and current issues for services users living with and affected by HIV. |  | Essential | Application/Interview |
| Knowledge of both Adult and Children’s safeguarding, and child protection |  | Essential | Application/Interview |
| Experience of delivering, implementing and evaluating training |  | Desirable | Application/Interview |
|  | Ability to manage databases, including the ability to recommend improvements to the system (e.g., CRM, CMS). | Desirable | Application/Interview |
|  | Ability to implement and modify practice based on relevant research, evaluation and evidence, and basic understanding of range of research methods | Essential | Application/Interview |
|  | Confident with I.T. including the ability to use MS packages | Essential | Application/Interview |
| Experience involving and engaging service users in the design, delivery and evaluation of services |  | Essential | Application/Interview |