

Head of Services and Impact Recruitment Pack



Job Title	Head of Services and Impact
Line Manager	Chief Executive Officer
Job Location	Hybrid – Travel to Cavell’s offices in Redditch, Worcestershire minimum once per month (to be agreed based on candidate location and business need)
Hours	Full time, permanent, 35 hours per week (some evening and weekend work required)
Salary	£55,000-£58,000
Holiday	Cavell offers 30 days annual leave (pro rata) which includes 3 fixed days between Christmas and New Year in addition to bank holidays.
Pension	Up to 8% employer contribution

Cavell is the charity that transforms the lives of nursing and midwifery professionals facing crisis and tough times. The need for Cavell has never been greater and the charity is at its most critical point in its 108-year history as the demand for support is at an all-time high. As part of its 2026-2029 strategy, Cavell is seeking to diversify its services to ensure the support offer meets the evolving needs of the workforce.

Over the past 10 years, the nursing and midwifery professions have faced multiple challenges, including covid, staff shortages, pay disputes, the cost of living, and now burnout. Cavell is here to help the professions when they need life changing and practical support. We help the financial and mental health of nurses and midwives, enabling them to continue to provide the care that supports the ‘nation’s health’.

Cavell is a dynamic charity that strives to deliver exceptional, holistic support to the nursing and midwifery family when they need it most. Our reach extends across tens of thousands of lives. For more information on the work of Cavell, visit our [website](#).

Cavell's impact: Kristine's story



At Cavell we support people like Kristine, an international nurse who needed three months off work to recover from surgery after a horrific attack. Being new to the role, Kristine's sick pay was limited, and she had bills to pay and a family to provide for.

Kristine said, "In 2023, I was followed on my way home and mugged by a teenager who was trying to steal my phone. Both my arms were severely injured in the attack. I was crying and pleading to the doctors to save my hands as I cannot imagine a life as a nurse without them."

She continued, "Thanks to Cavell, my husband and I were able to secure a new place to live in a safer area. Without Cavell's help, I would have ended up in debt, without a home, and in a really dark place mentally, while trying to heal from something that nobody should ever have to experience."

Words from Lewis Allett: Cavell's Chief Executive Officer

Thank you for your interest in joining Cavell! We are a small and friendly team who work closely together and support one another in our roles and goals. We look forward to welcoming a new colleague to Cavell to help us in our mission to care for, celebration and champion nurses and midwives.

We're committed to helping our people to grow and there will be opportunities to work on exciting projects in alignment with your career aspirations and charity need.



Role Profile

Reports to	Chief Executive Officer
Line management responsibilities	Support Services Manager

Key Responsibilities

1. Service Delivery and Oversight

- Provide strategic and operational leadership for all Cavell support services and grant-giving activity, ensuring delivery is compassionate, efficient, and effective.
- Provide support to and ensure the wellbeing of the Support Team.
- Work closely with the Support Team to oversee casework delivery, monitor workloads, and maintain high standards of service quality and consistency.
- Ensure Cavell's support offer remains relevant and responsive to the needs of nurses and midwives, informed by feedback, data, and external research.
- Oversee compliance, governance, and quality assurance across all service areas, ensuring policies and procedures reflect best practice and regulatory standards.
- Lead on service planning and improvement, ensuring activities are aligned with Cavell's strategic priorities and values.

2. Evaluation, Impact, and Continuous Improvement

- Design and implement robust evaluation frameworks and impact measurement tools across all services.
- Collect, analyse, and present performance and outcomes data to demonstrate the difference Cavell's support makes to beneficiaries.
- Produce timely reports, dashboards, and evaluations to support accountability, learning, and strategic decision-making.
- Use insights from data and feedback to drive continuous improvement and innovation in service delivery.
- Ensure Cavell's impact evidence supports internal learning as well as external credibility with funders, partners, and stakeholders.

3. Funding and Partnership Support

- Work collaboratively with the Head of Partnerships to identify and shape new funding opportunities informed by service data and evidence.
- Provide accurate, up-to-date service information and data to strengthen funding bids and proposals.
- Co-develop case studies, impact stories, and measurable outcomes that align with funder priorities and demonstrate Cavell's social impact.
- Support the development of theory of change models and funding cases to underpin strategic bids and partnerships.

- Contribute to financial planning for service delivery, ensuring accurate budgets and reporting align with funder requirements.

4. Research, Insight, and Opportunity Development

- Conduct and commission research into external services, models, and partnerships that could extend or enhance Cavell's support offer.
- Monitor national and local policy developments, funding landscapes, and workforce trends relevant to the nursing and midwifery community.
- Identify opportunities for new or improved services and pilot projects that align with Cavell's strategic priorities and funding potential.
- Share intelligence on emerging needs, policy shifts, and sector insights to inform organisational strategy and cross-departmental planning.

5. Championing the Nursing and Midwifery Workforce

- Lead Cavell's insight and evidence work to support the *Champion* pillar of the strategy.
- Identify and analyse trends and systemic issues affecting nurses and midwives to inform campaigns, advocacy, and stakeholder engagement.
- Collaborate with colleagues to translate data and stories into compelling narratives that influence awareness, understanding, and change.
- Represent Cavell at external meetings, conferences, and partnership forums to share insights and strengthen our reputation as a trusted voice for nursing and midwifery wellbeing.

6. Leadership and Collaboration

- Act as a senior leader within Cavell, contributing to strategic planning, risk management, and organisational development.
- Build a strong, supportive working relationship with the Support Team, promoting a culture of learning, accountability, and kindness.
- Foster collaboration across teams to ensure service design, delivery, and fund-raising are fully integrated and mutually reinforcing.
- Line manage and develop direct reports, ensuring staff are supported, motivated, and equipped to deliver high-quality work.
- Deputise for the Chief Executive where needed and represent the organisation at relevant events

Things we all do:

- Promote Cavell's vision, mission and core values.
- Attend and assist at Cavell events and activities as required.
- Be an effective ambassador for Cavell at any activity you attend.
- Adhere to Cavell's policies and procedures.
- Work in partnership with our community by actively involving Nursing and Midwifery professionals in the decisions we make about our work.
- Do any other reasonable things your manager needs you to do.

Person Specification:

Skills, Knowledge and Experience
Essential
Experience of coaching and developing a high-performing team
An empathetic, non-judgmental and kind approach with ability to actively listen
Competency in project management including developing robust evaluation frameworks
Sound understanding of governance and safeguarding regulations and policies in the charity sector
Knowledge of support and grant making systems and processes
Experience of researching need to inform the development of new products or services
Attention to detail, negotiating and influencing skills
A proactive and flexible approach to team working
Experience of working in a multi-disciplinary team to launch a new product or service
Excellent communication skills (oral and written)
Exceptional relationship management skills with suppliers and companies
A commitment to principles of Diversity, Equity and Inclusion (DE&I)
Fully competent with IT including Microsoft Office
Effective organisation and time management skills, including the ability to prioritise your own workload and set the strategic direction for the team
Experience of optimizing a CRM database to effectively capture and manage data
Proven ability to work on own initiative without supervision
A comprehensive knowledge of confidentiality and data protection
A sound understanding of the mental health support services provision nationally
Experience of creating surveys, analysing data and delivering reports and dashboards
Desirable
An understanding of the pressures facing nursing and midwifery professionals
Experience in capturing and recording case studies and impact stories to support funding bids
Experience of supporting survivors of domestic abuse
Valid driving license
Mental Health First Aid or similar qualification

Experience of supporting individuals experiencing stress or overwhelm
Working knowledge of welfare and benefits

How to apply

To apply for this role, please submit your CV and cover letter which answers the below questions by 2nd December 2025.

- Why are you interested in working for Cavell?
- How will your skills, knowledge and experience make you a successful Head of Services and Impact for Cavell?

Recruitment Timelines:

Deadline for CV & Supporting Information:	02/12/2025
1st Stage Interview:	w/c 8 th December
2nd Stage Interview:	w/c 15 th December

As an agile employer, we encourage candidates to talk to us to explore flexible working arrangements including job share arrangements and we would welcome a chat to explore how we can make the recruitment process as accessible, and comfortable, for you as possible. Cavell currently offer enhanced family leave benefits after two years, and an enhanced sick pay scheme after a 6-month probation period.