

Job Description

Service Manager

Responsible to:	Managing Director
Salary	£35,604
Normal hours of work:	35 hours per week
Holiday entitlement:	28 working days [pro rata for part-time hours]
Principal place of work:	Home and community-based working
Contract length:	For a fixed term expiring on 31 st March 2029 - with a possible extension dependent on funding (all satisfactory to a six-month probationary review)

Job summary – main purpose of the post:

To manage and develop the Beyond Empowers services and team, within the resources and timescale provided, to ensure delivery of outputs and outcomes to meet and exceed client, customer and stakeholder requirements. To create, encourage and support innovation. To support the sustainability and development of services and explore opportunities for future growth.

Main duties:

1. Providing Direction

- Develop and implement a timed and costed service delivery plan drawing on all key evidence, and building in quality standards, key performance indicators and contingencies.
- Provide clear and effective leadership for the Service and team.
- Ensure compliance with legal, regulatory, ethical, social and environmental requirements.

2. Facilitating Change

- Encourage and support innovation and improvement in the service and team.
- Lead, plan and implement change in response to events and variations or to improve the service.
- Assess and manage risk in service delivery and development

3. Working with People

- Develop productive working relationships with colleagues and stakeholders within and outside the organisation.
- Recruit, select, induct and retain staff, volunteers and associates with appropriate skills, knowledge and learning.
- Allocate work effectively and fairly among the team.
- Monitor and review quality, performance and progress of the work of the team, including through supervision and appraisal.

• Motivate and support colleagues to identify and address appropriate learning and development opportunities, both individually and as a team. • Administer, facilitate and develop the service steering group.
4. Using Resources • Manage the delegated budget for the service, within financial procedures, including its preparation and submission, monitoring performance, and ensuring income is received for work done. • Take action in response to variances and unforeseen developments to achieve value for money and expenditure with income. • Manage health, safety and security of the service, team and assets by assessing, controlling and reducing risks, and embedding health and safety in planning and decision-making processes.
5. Achieving Results • Design and manage service processes to ensure delivery, regular reporting and verification of outputs and outcomes to meet and exceed client, customer and other stakeholder requirements. • Keep accurate, auditable records of all aspects of the services. • Anticipate, identify and resolve any client and customer problems. • Seek and analyse client and customer feedback to monitor and improve the service. • Support any external evaluation and produce regular reports, including learning and recommendations • Analyse special achievements and particular or repeated problems, and apply learning with others within and outside the organisation to change or improve the Service. • Explore and identify opportunities for spread and growth of services.
6. Managing Self and Personal Skills • Ensure and develop personal skills, knowledge and learning to fulfil role and review performance. • Develop key strengths for professional and personal development. • Develop personal networks to support current and future work
General work-related expectations – for all staff. 1. Work within the organisation’s mission and principles. 2. Contribute to organisational planning and development. 3. Work in accordance with all policies and procedures of the organisation. 4. Work in accordance with all relevant legislation. 5. Contribute to the organisation’s marketing and publicity 6. Undergo regular supervision and an annual appraisal. 7. Identify and do learning and development, as appropriate. 8. Undertake any other duties appropriate to the post, as required.

Person Specification

Service Manager

Requirements	Essential/ Desirable	Method of Assessment
1. Skills and competencies		
(a) Strong ability to value, motivate and support others, both individually and as a team.	E	A / I
(b) Excellent team and individual management skills.	E	A / I
(c) Strong problem solving and decision-making skills.	E	A / E / I
(d) Effective service and planning skills, using objective setting and prioritisation, including for risk management.	E	A / E / I
(e) Strong skills in accurate monitoring, analysis, review and reporting of performance	E	A / I
(f) Excellent communication skills in English – written, verbal and listening	E	A / I
(g) Strong ability to influence, persuade and negotiate, including to manage conflict.	E	A / I
(h) Good information management and presentation skills	E	A / I
(i) Good co-ordination and organisational skills, including the ability to prioritise and plan own workload, manage multiple tasks and work to tight deadlines.	E	A / E / I
(j) Good IT Skills	E	A
2. Knowledge – type and depth		
(a) Good knowledge of commissioning processes	D	A / I
(b) Good knowledge and understanding of the wider determinants of health and well-being.	E	A / I
(c) Good knowledge of the geographical area of service delivery and its communities	D	A / I
(d) Good knowledge of the social model of disability.	D	A / I
3. Learning and development – type and depth		
(a) Good record of on-going personal development and learning.	E	A / I

Requirements	Essential/ Desirable	Method of Assessment
(b) Management qualification(s)	D	A
4. Experience – <i>quality and relevance</i>		
(a) Proven experience of leadership and development of teams, without direct supervision.	E	A / I
(b) Track record of delivering to targets within specified timescales	E	A / I
(c) Proven experience of budget-setting and financial management, with good numeracy skills.	E	A
(d) Experience of managing a team of people who are spread across a geographical area.	E	A / I
(e) Experience of working with community groups or organisations.	D	A / I
5. Personal qualities and circumstances – <i>essential and directly relevant to post</i>		
(a) Strong affinity with the mission and principles of the organisation.	E	A / I
(b) Awareness of own strengths and weaknesses, with good time management skills.	E	A / I
(c) Personal commitment to equity and diversity across society	E	A / I
(d) Willing and able to travel easily around the geographical areas of service delivery	E	A
(e) Willing to work occasional unsocial hours (such as evening or weekend)	E	A

A = application form

E = exercise

I = interview

T = test