

# JOB DESCRIPTION

<b>Role Title</b>	Services Manager
<b>Salary</b>	c. £30,000 - £35,000 per annum
<b>Hours</b>	37 hours per week
<b>Location</b>	Safe & Sound
<b>Responsible to</b>	Chief Executive
<b>Accountable for (Staff)</b>	Up to 9 workers, student placements, volunteers
<b>Duration</b>	1 year fixed term contract
<b>Other Considerations</b>	All successful applicants will be subject to an Enhanced DBS check

## Main purpose of role:

The Service Manager holds a key role in the senior management structure of Safe & Sound Group and is accountable for the day to day running of the organisation’s contract and grant funded services in Derby and Derbyshire, and the Alexi Project which operates across Derbyshire, Leicestershire and Rutland, Nottinghamshire and Staffordshire. The post holder will ensure outcomes are achieved within budget, contract compliance and that funder requirements are met.

The post holder will ensure services are delivered in a way that puts the young people we work with at the centre of their support, promoting rights, choice, dignity, diversity and value for money. In addition, the post holder will be accountable for ensuring that services delivered meet all organisational and statutory requirements and Safe & Sound’s policies, procedures and outcomes.

## Main Responsibilities:

### Service delivery

- To make a major contribution to Safe & Sound’s strategic planning and development and lead any agreed change processes within services.
- To have a great knowledge and understanding of the services for which you are accountable, and to ensure the implementation of better practice initiatives.
- To lead staff and stakeholders to work collaboratively, making a positive difference for those we support.
- Ensure all services are delivered within budget and comply with the contract for delivery.
- Ensure that adequate resources are deployed to deliver an effective, high quality service.
- Identify ways to enhance and where appropriate, expand the overall service delivery.
- Generate a culture of creativity and ideas which help shape the future and find new and better ways of working.
- Build strong collaborative relationships and links with external agencies, maximising the potential for increased partnership working, resources and funding.

### Staffing

- Inspire, lead, support and motivate staff and volunteers to ensure exceptional service delivery.
- Ensure that new colleagues are effectively inducted to their role and set up to succeed.
- Ensure that all service areas for which the post is responsible are adequately staffed, arranging cover for sickness, study leave and holidays when necessary and monitoring staffing hours and absences, as necessary.

- Ensure that defined and measurable standards and key performance indicators are agreed with team members for service delivery and that they are held accountable for meeting these.
- Ensure direct reports are appropriately supervised and managed to ensure that excellent performance is achieved and recognised and corrective action is taken where performance falls below expectations.
- Ensure all staff members in your area receive appropriate performance management and annual appraisals and are positively encouraged to maximise their skills and qualities.
- Listen to and engage with staff frequently to address areas of concern and/or improve ways of working.

#### Quality management

- To ensure that services within your responsibility comply with all relevant contract/grant agreements, regulatory requirements including Safe & Sound's Quality Management requirements.
- Be accountable for the monitoring, assessment and reporting of the quality and outcomes of the services provided.
- To undertake quality audits and ensure any audit recommendations are monitored, reviewed and implemented.
- Ensure complaints are acted upon and actions are monitored, evaluated and implemented.
- Actively seek ways to continuously improve service delivery

#### Safeguarding and safety

- Ensure compliance with all relevant policies, procedures and practice guidance, including safeguarding policies, statutory requirements and local authority protocols.
- To oversee and implement all aspects of risk assessment and management and have risk protocols in place for all workers who fall within area of responsibility, including health and safety, safeguarding children and adults at risk and lone-working elements.
- Be accountable for safe working practices ensuring the availability of appropriate equipment and resources.

#### **General duties and responsibilities:**

- To contribute effectively as a member of the staff team towards the development of Safe & Sound Group work.
- Participate in team meetings, and other essential meetings
- To work within the policies, procedures and practice guidelines of Safe & Sound Group.
- Contribute to the development of service policies, protocols, guidelines and strategies within area of practice as necessary
- To carry out other duties, which may be assigned from time to time by the Chief Executive.
- Provide specialist advice to other workers and agencies, including participation in delivery of training sessions
- To promote equality and positive attitudes by ensuring that Safe & Sound Group equality and diversity policy is understood and fully implemented
- Strictly abide by the confidentiality clause referred to in contract of employment
- As an employee you have a responsibility under the Health and Safety at Work Act 1974 to:
  - i) Take reasonable care of yourself and others at work
  - ii) Co-operate with Safe and Sound Group to ensure the laws relating to health and safety are not broken.
  - iii) Report any problems or concerns about health and safety to the manager in the area in which you are working.

#### **Scope of Job Description:**

This job description above reflects the immediate requirements and responsibilities of the post.

It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

## PERSON SPECIFICATION

Essential Criteria	Desirable Criteria
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<b>QUALIFICATIONS &amp; EXPERIENCE</b>	
<p>At least 2-years' experience of working in a deputy or senior role and being part of a senior management team within a health, social care or voluntary sector environment.</p> <p>Experience of managing multi-agency contracts/grants including delivering on performance requirements and reporting to external bodies</p> <p>Experience of working collaboratively in a multi-agency environment</p> <p>Experience of dealing with complex issues, including social inclusion, facing people in the community</p> <p>Experience of developing and implementing service re-design and change management</p>	<p>Experience of working with young people.</p> <p>Experience of working with victims of sexual violence and abuse.</p> <p>A relevant qualification, e.g. health, social work, youth work.</p> <p>A management qualification.</p>

<b>KNOWLEDGE</b>	
<p>A good understanding of issues faced by vulnerable young people, particularly in relation to exploitation and abuse.</p> <p>Good knowledge of child protection and safeguarding issues and legal responsibilities.</p> <p>Financial budgetary management and control and financial reporting.</p> <p>Understanding of and commitment to service user involvement.</p>	<p>Knowledge of current child sexual exploitation policy, legislation, practices, trends and developments</p>

<b>SKILLS</b>	
<p>Team leadership motivation, coaching and</p>	

<p>mentoring.</p> <p>Able to work collaboratively as part of a Senior Management Team.</p> <p>Creative approach to service development          Ability to problem solve in a demanding environment.</p> <p>Excellent interpersonal and communication skills with the ability to influence and engage a range of stakeholders.</p> <p>Ability to analyse complex ideas and interpret statistics and communicate this clearly across various contexts and organisations.</p> <p>Flexible approach and ability to work independently, and to tight deadlines.</p> <p>Strong project management skills.</p> <p>Proficient in the use of Microsoft Office® or equivalent, in particular: Powerpoint, Word, Excel and Outlook.</p>	
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<b>OTHER</b>	
<p>A commitment to Equalities, Diversity and inclusion in work and in service provision</p> <p>Commitment to meeting the needs of vulnerable children and young people</p> <p>Commitment to continued professional development</p> <p>Flexible approach to working practice and an ability to work unsocial hours.</p> <p>Ability to travel across Derbyshire, Leicestershire, Nottinghamshire and Staffordshire.</p>	<ul style="list-style-type: none"> <li>• A willingness to do what is required to ensure the delivery of HR operational excellence.</li> </ul>

## Core competencies

Communication	Getting Things Done
<p>The ability to interact and communicate effectively skills with a range of audiences, both at a written and spoken level.</p> <ul style="list-style-type: none"> <li>• Speaks clearly and concisely</li> <li>• Listens without interrupting</li> <li>• Uses appropriate body language and tone of voice</li> <li>• Adapts style (written &amp; spoken) to suit audience</li> <li>• Avoids jargon</li> <li>• Presents information in a way that others can understand</li> </ul>	<p>The ability to put in the necessary effort to achieve results and remained focused during testing times. Set agreed standards and/or deadlines.</p> <ul style="list-style-type: none"> <li>• Able to act on own initiative</li> <li>• Meet agreed deadlines</li> <li>• Organise own workload, with minimal direction</li> <li>• Recognises what needs to be done &amp; does it</li> <li>• Remains motivated and focused despite setbacks or distractions</li> <li>• Puts in extra effort, when necessary</li> </ul>
Making Good Decisions	Effective Relationships
<p>The ability to analyse and resolve problems in a timely and appropriate manner.</p> <ul style="list-style-type: none"> <li>• Make decisions within relevant legislative frameworks.</li> <li>• Explores the issue from a number of angles</li> <li>• Digs beneath the surface to identify the real issue</li> <li>• Where appropriate, involve others in making decisions</li> <li>• Work with ambiguity</li> <li>• Avoids getting bogged down in detail</li> <li>• Makes timely an appropriate decisions</li> <li>• Recognises the wider impact of decisions</li> </ul>	<p>The ability to form supportive, empowering relationships with others, including young people.</p> <ul style="list-style-type: none"> <li>• Treats people with respect</li> <li>• Builds on common values/purpose</li> <li>• Shows empathy</li> <li>• Demonstrates confidence in others' abilities</li> <li>• Avoids creating dependency</li> <li>• Manages conflicts when needed</li> <li>• Actively seeks ways to work with others</li> <li>• Work collectively (internal &amp; external) to achieve goals</li> </ul>
Influencing Others	Adaptability
<p>The ability to influence and engage others to achieve the most effective outcomes</p> <ul style="list-style-type: none"> <li>• Presents information in a compelling way</li> <li>• Provides rationale and/or benefits for ideas</li> <li>• Challenges appropriately</li> <li>• Understands the needs of others and adapt message to suit</li> <li>• Handles questions confidently and assertively</li> <li>• Negotiates the best possible outcomes</li> </ul>	<p>The ability to work effectively with ambiguity, shifting priorities, and rapid change</p> <ul style="list-style-type: none"> <li>▪ Works productively in the face of ambiguity or uncertainty.</li> <li>▪ Deals constructively with mistakes and setbacks.</li> <li>▪ Readily adapts to different ways of doing things.</li> <li>▪ Seeks opportunities to acquire new knowledge and skills.</li> <li>▪ Responds flexibly when priorities or needs change</li> <li>▪ Accepts feedback openly, without becoming defensive.</li> </ul>