

**SERVICE MANAGER JOB DESCRIPTION
AND PERSON SPECIFICATION**

FEB 2026

Job Title		Services Manager
Salary:		£19.55 per hour Dependent on hours Full time equivalent £36,864.78
Hours:		Full time 36.25 hours Part time considered, minimum 29 hours Permanent
Location:		Home based with travel across Cheshire
Accountable to:		Head of Services
Role summary		<p>Age UK Cheshire works with older people to support them in living their best life to support with</p> <ul style="list-style-type: none"> • relieving loneliness, so that older people feel connected, • combatting poverty, so that older people have enough to live on • increasing independence, so that older people can live the lives they want to lead. • <p>The Service Manager works as part of the Charity Operations team and has operational responsibility for the sustainability and development of a range of existing services, developing new service opportunities and taking an active part in influencing change and improvement on behalf of older people.</p>
JOB DESCRIPTION		
STRATEGY	1	Participate in joint decision making as a member of the services management team in both strategic and operational planning.
	2	In-line with the organisation's strategy, prepare an annual plan of activity for all areas of responsibility identifying resource implications.
SERVICE DELIVERY	1	Ensure staff take the necessary operational decisions to meet service plans and contractual requirements.
	2	Review and revise service operational delivery plans regularly to ensure they are still meeting need. Ensure that the operational plans are cascaded down to the teams.
	3	Ensure that the terms of all funding arrangements are completed including the submission of monitoring and activity reports by due dates.
	4	Working with the Head of Services and Head of Finance to agree the annual budgets for all areas of responsibility.
PEOPLE	1	Manage staff performance in all areas of responsibility to achieve expected service outcomes and obligations.
	2	Ensure that staff and volunteers are fully trained and equipped to meet operational requirements and deliver excellent services.
	3	Ensure that planned staff absence is organised to ensure that appropriately trained staff are available to provide cover, or acceptable alternative arrangements are in place

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PERFORMANCE	1	Have a clear view of the achievable outcomes of the work (both quantitative and qualitative). Ensure these expectations are reflected in materials provided to people we work with and in the contractual arrangements agreed with funders.
	2	Ensure that individual services are meeting their contractual requirements, working closely with the Head of Services and the team to mitigate any risks to this.
BUSINESS INSIGHT	1	Support the Head of Services in negotiations with existing and potential funders for areas of responsibility.
	2	Support with the process of writing and submitting tenders and grant applications.
	3	Working with the Head of Services and Head of Income Generation, develop and deliver income generating activities.
BUILDING RELATIONSHIPS	1	Identify, develop and manage effective partnerships to continuously improve service delivery
	2	Represent the organisation as required in a variety of local, regional and national forums and to all types of audience, within the area of expertise.
	3	Represent older people and advocate on their behalf with health and social care providers, public and private sector care providers, housing, leisure and learning providers, and all kinds of statutory bodies.
	4	Promote the organisation and its services to the general public.
GENERAL	1	Take an active role in policy and procedures meetings.
	2	Ensure that the organisation policies and procedures are understood and complied with by all staff and volunteers.
	3	Ensure that the organisation achieves and fully complies with the terms of quality assurance systems and quality marks adopted/achieved by the organisation.
	4	Establish an understanding in the staff team of the importance of research and evaluation as an integral part of their role and promote a learning culture in all areas.
	5	Undertake any necessary training to carry out the job.
	6	Participate in Age UK Cheshire's fundraising, promotional and social events, working with other members of staff and volunteers.
	7	Take responsibility for personal development, adhere to organisational policies and legal requirements, ensure safeguarding, confidentiality, and data protection standards are met, and undertake any other duties as required to support the organisation's goals.
PERSON SPECIFICATION		
SERVICE DELIVERY	a	Proven experience of leading service development and management of remote teams
	b	Experience of developing new and innovative services.
	c	Project management experience.
	d	Experience of managing contracts.
	e	Experience of developing new and innovative services.

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PEOPLE	a	Line management experience of paid staff and ability to lead a team
	b	Experience of working with and supporting volunteers.
PEFORMANCE	a	Good organisational skills including information, resources and time management.
	b	Experience of monitoring and evaluating services and using data to influence change.
BUSINESS INSIGHT	a	Experience of supporting the writing and submitting successful grant applications and tenders.
	b	Experience of delivering charged for services to generate income.
BUILDING RELATIONSHIPS	a	Experience of working with the public.
	b	Experience of managing both local and national partnerships
GENERAL:	a	A commitment to the aims of the organisation
	a	Experience of contributing to service and organisation audits
	c	Experience of monitoring and evaluating services
ADDITIONAL INFORMATION		
HOURS:		<p>The contracted hours for this role are full time are 36.25 hours per week, typically worked Monday to Friday between 9am and 5pm.</p> <p>However, there is the possibility of a part time hours, a minimum of 29 hours worked over 4 days, to be discussed at interview</p> <p>Out of office hours activities are a regular aspect of this role.</p>
CONTRACT:		<p>All new staff are subject to a six-month probationary period.</p> <p>This role is subject to eight weeks' notice to terminate employment by either side i.e. the employee or Age UK Cheshire.</p> <p>During the probationary period, one week's notice is required by either side.</p>
HOLIDAY ENTITLEMENT:		<p>From the 1st January to 31st December the basic annual entitlement for full time employees is 25 days, plus an entitlement to Public Bank Holidays and a discretionary entitlement to 1 extra day awarded by the Trustees.</p> <p>Part time staff will have their entitlement pro-rated according to the number of hours they are contracted to work.</p>

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CRIMINAL DISCLOSURE:		The post holder will be subject to police checking by the Disclosure and Barring Service (was CRB) Enhanced Disclosure.
PENSION:		Age UK Cheshire has an automatic enrolment workplace pension scheme in place for eligible employees.
HEALTH CARE:		Age UK Cheshire offers a Health Care Cash Plan and staff are entitled to receive healthcare benefits.

Age UK Cheshire is a Mindful Employer and positive actions will be taken to ensure that people will not be excluded from working for the organisation because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental health.

Charity No 1091608