

JOB DESCRIPTION

TITLE: Service Manager – Day Clubs

ACCOUNTABLE TO: Director of Services

JOB PURPOSE

To manage and develop a range of community-based services that support older people and others in maintaining independence and well-being. The role will ensure services are high quality, innovative, financially sustainable, and responsive to the needs of Day Club members, funders, and commissioners.

MAIN RESPONSIBILITIES:

LEADERSHIP AND STAFF MANAGEMENT

1. Line manage designated staff within the Care Services team.
2. Provide regular supervision, support, and annual appraisals in line with organisational policies and procedures.
3. Oversee recruitment, induction, and probationary processes for staff.
4. Ensure mandatory training compliance and support staff learning and development.
5. Plan and coordinate staffing cover to ensure continuity of service delivery.

SERVICE MANAGEMENT AND DEVELOPMENT

1. Manage services in line with compliance requirements, quality standards, and key performance indicators.
2. Monitor and evaluate services, ensuring accurate records, effective information governance, and timely reporting.
3. Work with the Finance Department to support effective budget monitoring and reporting.
4. Ensure reports for contracts, commissioners, and funders are accurate and submitted within deadlines.
5. Contribute to the development of innovative services that are financially sustainable and attractive to commissioners and funders.
6. Support the preparation of grant applications, tenders, and funding bids.
7. Implement and review risk assessments to ensure safe, effective, and high-quality services.
8. Gather and act upon feedback from people using the service, carers, and stakeholders.

PARTNERSHIPS, PROMOTION AND EXTERNAL RELATIONS

1. Liaise with colleagues across the organisation to support joined-up working.
2. Work with the Marketing & Income Generation team to promote services effectively.
3. Develop and maintain positive working relationships with external partners, commissioners, and community stakeholders to enhance and expand services.
4. Represent the organisation at external meetings, events and community groups, including delivering talks and presentations to promote services and raise awareness.

TRAINING & DEVELOPMENT

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

HEALTH AND SAFETY

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

WORKING PRACTICES/GENERAL

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____ **Date** _____

Please print name: _____