

## JOB DESCRIPTION

<b>Job Title:</b>	Assistant Service Manager
<b>Job Location:</b>	Hybrid – Predominately Fairfield General Hospital, Bury, BL9 7TD
<b>Responsible to:</b>	Service Manager
<b>Responsible for:</b>	Home from Hospital, Handyperson, Friends Together, Befriending and Information & Advice, services
<b>Hours of Work:</b>	Full-time (37 hours) (Occasional evening/weekend working as required)
<b>Salary:</b>	£27,500 annually, and contribution to pension scheme
<b>Leave:</b>	20 days per year, plus all statutory bank holidays and one compulsory day off from Age UK Bury. In addition, 3 days paid leave for you to undertake voluntary work for a charity of your choice.
<b>Contract:</b>	Temporary contract subject to funding until 2027. The scheme is on-going until we are notified that the service is no longer available. 6 months probationary period.

### JOB PURPOSE

To support the effective operational delivery and continuous improvement of integrated community services for people age 50+ including Home from Hospital, Befriending, Friends Together (group support) Handyperson and Information and Advice.

The post-holder will ensure high-quality person-centred services that:

- Promote independence
- Reduce loneliness and isolation
- Prevents hospital admissions and re-admissions
- Improve financial well-being and reduce poverty

### KEY RESPONSIBILITIES

#### 1. Operational management

- Support the day-to-day delivery of all service strands.
- Ensure services meet performance targets, KPIs and outcomes.
- Monitor workflows, referrals and caseloads across services.
- Deputise for the operations manager when required.

## 2. **Service Delivery oversight**

- Ensure safe effective delivery of:
  - a. Home from hospital (discharge support)
  - b. Befriending (1 to 1 and telephone)
  - c. Friends together (group/social activities)
  - d. Handyperson (Practical home support)
  - e. Information and Advice (Benefits, signposting, advocacy)
- Maintain strong quality standards and person-centred approaches
- Ensure safeguarding, risk assessments and health and safety compliance

## 3. **Staff and Volunteer Co-Ordination**

- Support recruitment, induction and supervision of staff and volunteers
- Provide day-to-day guidance and support
- Monitor performance and address issues proactively
- Promote a positive inclusive and supportive team culture

## 4. **Partnership and stakeholder engagement**

- Build strong working relationships with:
  - a. NHS teams (discharge co-ordinators, GP's)
  - b. Local authority services
  - c. Voluntary and community organisations
- Support referral pathways and integrated working

## 5. **Performance and reporting**

- Monitor and report on service outputs and outcomes
- Maintain accurate records and case management systems
- Contribute to reports for funders and commissioners
- Support evaluation and impact measurement

## 6. **Safeguarding and compliance**

- Act as a safeguarding lead (or Deputy) with services
- Ensure all activities comply with:
  - Safeguarding policies
  - GDPR and data protection
  - Health and safety requirements

## 7. **Financial and resource management**

- Support budget monitoring and resource allocation
- Insure cost effective service delivery
- Oversee use of materials (e.g. Handyperson service)

## **Key Accountabilities**

The post-holder is accountable for:

- Delivering safe high-quality services across all strands
- Achieving agreed KPI and outcomes
- Ensuring compliance with safeguarding and governance requirements
- Supporting staff and volunteer performance
- Maintaining strong partnerships and referral pathways
- Contributing to organisational objectives and growth

## **Success in the role looks like:**

- Increased numbers of people supported to remain independent
- Reduced hospital admissions and delayed discharges
- High satisfaction from service users
- Strong engaged volunteer workforce
- Positive feedback from partners and commissioners
- Increased and improved income and productivity across all service areas working closely with the Operations manager and recruitment of volunteers

## Person Specification – Assistance Service Manager

<b>Essential Criteria</b>	
<b>Experience</b>	<b>Assessment Method</b>
Experience of coordinating or managing community-based services	Application/Interview
Experience of working with older people (aged 50+ or similar groups)	Application/Interview
Experience of supervising staff and / or volunteers	Application/Interview
Experience of working in partnership with NHS, Social Care or Voluntary sector organisations	Application/Interview
<b>Knowledge and understanding</b>	<b>Assessment Method</b>
Understanding of issues affecting older people including: <ul style="list-style-type: none"> <li>• Loneliness and isolation</li> <li>• Health inequalities</li> <li>• Financial hardship</li> </ul>	Application/Interview
Knowledge of safeguarding and risk management	Application/Interview
Understanding of person-centred approaches	Application/Interview
<b>Skills</b>	<b>Assessment Method</b>
Strong organisational and operational management skills	Application/Interview
Ability to manage multiple services and priorities	Application/Interview
Excellent communication and interpersonal skills	Application/Interview
Ability to build partnerships and networks	Application/Interview
Competence in data collection, reporting and IT systems	Application/Interview
<b>Personal Attributes</b>	<b>Assessment Method</b>
Compassionate and person-centred approach	Application/Interview
Proactive and solution focused	Application/Interview
Flexible and adaptable	Application/Interview
Strong leadership and team support skills	Application/Interview
Commitment to equality diversity and inclusion	Application/Interview
<b>Desirable Criteria</b>	<b>Assessment Method</b>
Experience of services such as hospital discharge, befriending or advice services	Application/Interview
Knowledge of welfare benefits or information and advice provision	Application/Interview
Experience of working with volunteers	Application/Interview
Understanding of NHS and social care systems	Application/Interview
Relevant qualification in health and social care or management	Application/Interview
<b>Core Values &amp; Expectations</b>	<b>Assessment method</b>
Maintain professionalism, integrity, and confidentiality.	Application/Interview
Act as an ambassador for Age UK Bury	Application/Interview
Be committed to continuous learning.	Interview

## **Standard Clauses**

- **Equal Opportunities:** The postholder will be expected to adhere to Age UK Bury's Equal Opportunities Policy in all aspects of their work.
- **Confidentiality:** The postholder will be expected to always adhere to the organisation's Confidentiality and Data Protection Policy.
- **Health & Safety at Work:** The postholder will be required to abide by the Age UK Bury's Health & Safety Policy and the requirements of the Health and Safety at Work Act.
- **Disclosure and Barring Service:** Confirmation of appointment to this post will be subject to a satisfactory DBS check.
- **Safeguarding Vulnerable Adults:** To report safeguarding concerns in accordance with the Age UK Bury Safeguarding Vulnerable Adults policy.

## The Organisation

### Quality Assurance

We are proud to have achieved the **Age UK Charity Quality Standard**. Our achievement of the Age UK Charity Quality Standard recognises the high standard of our performance as an organisation. It certifies that our organisation is well governed and managed; has a clear direction and strategy; and is committed to ensuring the well-being and safety of people 50 and over, our staff and volunteers.

This quality award examines our financial controls and the work of the finance, admin staff and committee members in following good practise in the management of charitable funds.

We are also proud to have achieved the **QAS Quality Advice Standard accreditation for our Information and Advice Service**. This quality award examines and certifies that the work we are delivering is following good practice.

### Location

The office is based at the Jubilee Centre in Moorside, Bury. The Centre is situated in a park and overlooks the beautiful Clarence Park Lido. The Jubilee Centre is an activity for people over 50+ and has a popular café for all visitors.

