



JOB DESCRIPTION

Job Title: Services Manager
Location: Hartford Office, Northwich
Accountable to: Head of Services
Date Written: October 2019

Primary Purpose:

To work as part of the services team and to have operational responsibility for the sustainability and development of a range of existing services, developing new service opportunities and to take an active part in influencing change and improvement on behalf of older people.

Main Duties & Responsibilities:

To work with the Head of Service to develop and sustain a range of services provided by Age UK Cheshire. To provide operational direction to the teams who are line managed by the role.

Management Responsibility

1. Participate in joint decision making as a member of the services management team in both strategic and operational planning.
2. To ensure that the Head of Services has sufficient and timely information on all areas of responsibility to enable them to make fully informed decisions, including:
 - a. Detailed plans for the delivery of services, highlighting any risk areas
 - b. Proposals for new developments with associated funding source and conditions
3. Prepare an annual plan of activity for all areas of responsibility identifying resource implications.
4. Working with the Head of Service and Head of Finance to agree the Annual Budgets for all areas of responsibility.
5. Ensure service/project coordinators take the necessary operational decisions to meet service plans and contract requirements.
6. Identify and develop effective partnerships to maximise the organisation's delivery potential.

7. As a member of the charity services management team accept responsibility for other areas of the organisation's work should it be required.

Service Delivery, Planning and Funding

8. 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.
9. 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.
10. Within individual services have a clear view of the achievable outcomes of the work (both quantitative and qualitative). Ensure these expectations are reflected in materials provided to clients and in the contract, arrangements agreed with funders.
11. Support the Head of Service in negotiations with existing and potential funders for areas of responsibility.
12. To take the lead on writing and submitting tenders and grant applications.
13. Work with others to ensure that they have sufficient, timely and appropriate information to complete funding applications.
14. Ensure that the terms of all funding arrangements are completed including the submission of monitoring and activity reports by due dates.

Staff and Volunteers

15. Manage Coordinator and/or staff performance in all areas of responsibility to achieve expected service outcomes and obligations.
16. Ensure that staff and volunteers are fully trained and equipped to meet operational requirements and deliver excellent customer service.
17. 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.

Statutory Requirements, Quality Assurance and Good Practice

18. To be fully familiar with and ensure that all staff are fully familiar with and comply with all Health and Safety policies and procedures to ensure client, staff and volunteer welfare.
19. Take an active role in policy and procedures meetings
20. Ensure that assessments of risk are regularly carried out and urgent action taken to mediate against any risks identified.
21. Ensure that the organisation policies and procedures are understood and complied with by all staff and volunteers, including the Safeguarding, Confidentiality and Lone Working policies.
22. Ensure that the organisation fully complies with the terms of quality assurance systems and quality marks adopted/achieved by the organisation
23. Ensure staff and volunteers fully understand and comply with the complaint's procedure.
24. 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.
25. Under the guidance of the Head of Service work with others on joint systems to ensure clients receive the best possible service from Age UK Cheshire.

Representation, External Relationships and Public Relations

26. 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.
27. 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.
28. Promote the organisation and its services to the general public.
29. Ensure that all materials used are brand compliant and deliver positive messages about older people and Age UK Cheshire's aims.

Other

30. Ensure that staff always act to promote the interests of older people and uphold the organisation's commitment to promoting equality and diversity and fighting age discrimination.
31. Undertake any necessary training to carry out the job.

32. Act at all times to protect the organisation from any risk of wrongdoing or loss of reputation.

33. Be willing to undertake responsibility for exceptional tasks from time to time.

34. To participate in Age UK Cheshire's fundraising, promotional and social events, working with other members of staff and volunteers.

35. Undertake other duties as required by the Chief Executive or Head of Service.

SERVICES MANAGER PERSON SPECIFICATION

Essential Criteria:

Attainments/Experience:

- Proven experience of leading service development
- Project management experience
- Proven line management experience and ability to lead a team
- Experience of writing and submitting successful grant applications and tenders
- A commitment to the aims of the organisation
- Change management experience
- Self-motivated and able to motivate others
- Experience of working with the public
- Clear understanding of the issues affecting the lives of older people and their carers
- Clear understanding of the difficulties faced by some groups in accessing services
- Good organisational skills including information, resources and time management
- Excellent interpersonal skills, coupled with effective communication skills, both written and oral, including case recording skills and experience of producing written reports
- Able to set and manage priorities within a busy workload
- IT skills, including Microsoft word processing, databases, internet and email
- Ability to travel freely across Cheshire

Desirable Criteria:

- Use of a vehicle for work related purposes
- Experience of the voluntary sector and inter-agency working
- Experience of working with volunteers
- Experience of quality standard processes
- Project management qualification

ADDITIONAL INFORMATION

Age UK Cheshire delivers a wide range of services including statutory and general advocacy, men and women in sheds, a befriending service, falls prevention, benefits advice, information & advice, dementia support services, independent living services, wellbeing coordination in the Countess of Chester Hospital, day services and outdoor activities for people living with dementia.

This role will take direct operational responsibility for a number of these services working in a small team of Services Managers and the Head of Services. The role is varied with the expectation that the candidate will be adaptable to delivering both new and existing services, depending on department requirements.

Hours: Full time, 36.25 hours per week. Occasional evening or weekend work to attend Trustee meetings, support organisational promotional events or service delivery will be required.

Salary: £32,234.00 per year.

Travel: The nature of the job will require travel across Cheshire and candidates must be able to meet this requirement. Travelling expenses will be paid for travel incurred in the course of duty (mileage paid at Inland Revenue dispensation rate – currently 45p per mile).

Holiday Entitlement: Five weeks leave p.a. (excluding Bank Holidays) rising after 5 years continuous service by one day per year (pro rata) to a maximum of 6 weeks leave after 10 years.

Contract: All new staff are subject to a six-month probationary period. Four weeks' notice is required to terminate employment by either side i.e. the employee or Age UK Cheshire. During the probationary period, one week's notice is required by either side.

Pension: Age UK Cheshire has an automatic enrolment workplace pension scheme in place for eligible employees.

Health Care: After the 6 months probationary period staff will automatically join the Age UK Cheshire's Health Care Cash Plan and will be entitled to receive healthcare benefits.

Criminal Disclosure: The post holder will be subject to police checking by the Disclosure and Barring Service Enhanced Disclosure.

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

Closing date: No later than 5pm on Tuesday the 5th November 2019

Interview Date: Thursday 14th November 2019.

Potential 2nd interview Tuesday 19th November 2019.

Registered Charity No. 1091608