

JOB DESCRIPTION			
Job Title	Services Manager	Reports to	Chief Officer
Depart/Team	Infrastructure	Line Manages	Services Team Leaders

About Age UK IW

Age UK Isle of Wight has been a vital cornerstone of support for the Island's older residents for over 50 years. Founded in 1973, the charity is dedicated to helping those aged 50 and above navigate the challenges and opportunities of ageing, ensuring they can lead joyful, fulfilling, and independent lives.

Job Purpose

The Services Manager is responsible for leading, directing and managing service delivery for Age UK Isle of Wight. You will also be required to deputise for the Chief Officer during times of absence due to sickness or holiday.

The job holder will be responsible for developing and monitoring the team's performance ensuring that our service delivery and culture reflect Age UK IW Mission, Vision Values and Behaviours.

The Services Manager will work with external partners, agencies, companies and commissioners and be responsible for the delivery of fully integrated services in line with contract and funder requirements, delivering high quality and positive outcomes for older people on the Isle of Wight.

Main Duties / Responsibilities

- Ensures that all delivered services are client focussed and promote service user involvement.
- Manages and oversees the daily activities of the charity ensuring that services are delivered effectively and efficiently.
- Responsible for ensuring that all charity quality standards are consistently met and adhered to, while overseeing the accurate completion and reporting of required datasets and compliance information.
- Understands all contracts and funding arrangements and ensures that all services are delivered in accordance with contract requirements and takes appropriate action to address any areas of under-performance in a timely manner.
- Achieves KPI targets for finance, client satisfaction, and contract delivery for all the services provided.
- Manages resources effectively and is responsible for staff recruitment, induction training, monitoring performance, managing absence, and conducting appraisals and supervisions while ensuring that Age UK's Values and Behaviours are reflected in everything that we do.
- Develops and maintains effective reporting, recording, and monitoring systems. Carries out regular reviews of systems and processes to ensure that Age UK IW

operations are carried out in a financially effective way and always make best use of available technology.

- Ensures compliance with employment law (liaising with our external HR provider as and when appropriate), health and safety regulations, GDPR and any other necessary legal requirements and ensures that staff and service users are kept safe at all times.
- Undertakes all reporting for the Board and other stakeholders, ensuring that reports are produced and delivered to meet required deadlines, attend Board Meetings to present reports and update the Board on service outcomes and new opportunities.
- Manages the complaints process and action any learning outcomes.
- Manages staff performance, supports their development, and resolves any specific performance issues in a timely manner with the support of our external HR provider as appropriate.
- Undertakes regular supervisions and appraisals with the objective of ensuring that staff feel supported and able to deliver their objectives.
- Holds regular team meetings promoting staff engagement, ensuring our Values and Behaviours are reflected in service delivery and the day-to-day culture of our charity.
- Works with the Chief Officer to investigate service growth opportunities and is responsible for mobilising all new services in line with delivery deadlines
- Develops own personal skills, knowledge and experience and maintains an awareness of the internal and external environment in which Age UK IW operates.

Charity Responsibilities – Standard Clauses

Personal Development

- Participate in training when identified / work towards qualifications essential to your role.
- Keep up to date with relevant legislation, regulations, research and developments.

Confidentiality, Data Protection and Information Governance

- Observe relevant policy and procedure and support best practice

Customer Care & Quality Assurance

- Work per any agreed quality assurance system, service standards or targets
- Deliver excellent customer care to everyone receiving service of any kind from AUKIW

Equality, Diversity, and Inclusion

- Work within the ED&I policies and practices, promoting fair and quality services to all

Environmental

- Work in a resource-efficient way, minimising environmental impact wherever possible

Flexibility statement

- This job description represents an outline of the current role. It is AUK IW practice to review the job description annually as part of the employee PDR process. The job description should be read in conjunction with Age UK IW's policies and procedures.

PERSON SPECIFICATION				
Job Title	Services Manager			
Department	Infrastructure	Date of Issue	28th May 2026	
Criteria: E = Essential D = Desirable		Assessed: A = Application I = Interview T = Test		
EXPERIENCE & KNOWLEDGE (may have been gained via paid or voluntary work)				
<ul style="list-style-type: none"> Providing customer service to internal / external customers Demonstrable recent management/team leadership experience Previous experience working in a Health/Social care environment or similar will be an advantage. A minimum of 2 years in a similar leadership role Significant experience of operating in an environment where high levels of organisational skills were required to deliver service operations. Excellent communication and interpersonal skills, able to liaise effectively with stakeholders both internally and externally. Very strong time management skills with the ability to prioritise and manage conflicting priorities in an effective way. Be able to demonstrate through experience the competence, maturity and knowledge required to make decisions, solve problems manage time effectively be creative, resourceful, assertive, and flexible. A good influencer who can demonstrate that they have previously led a team effectively and delivered their targets. 			E	A I
<ul style="list-style-type: none"> An understanding of the needs of older, disabled, and vulnerable people 			D	
QUALIFICATIONS & TRAINING (may equate to levels of experience)				
<ul style="list-style-type: none"> Minimum Level 5 qualification in Leadership or equivalent qualification/experience 			E	A
<ul style="list-style-type: none"> Hold other relevant Qualifications 			D	I
SKILLS & ATTRIBUTES (can be transferable skills)				
<ul style="list-style-type: none"> Fully IT literate and able to use MS Office or equivalent software Focused on a person-centred approach Empowering people by working in ways that support independence and choice Caring, compassionate – passionate about what we can do for our older people Working with and supporting others as part of a team Ability to take ownership and personal responsibility for your actions Acting with honesty and integrity in all interactions Innovative; able to identify and respond to new challenges Ability to handle confidential information with discretion. 			E	A I T
OTHER REQUIREMENTS				
<ul style="list-style-type: none"> Flexible in approach, adaptable and encouraging of new ideas Able to work between office and other locations as required Full driving licence and daily access to a vehicle / Ability to travel independently to locations around the island daily 			E	
<ul style="list-style-type: none"> Willing to volunteer at AUKIW fundraising events 			D	