**Job Title**  **Service Delivery & Improvement Manager**

**Salary Scale**  **SCVO Grade D (£40,015 - £44,818)**

**Contract**  **Fixed-term – 2 years**

**Location**  **This role will be home-based initially, with the opportunity to work flexibly or from the SCVO offices in Edinburgh, Glasgow or Inverness when office-based working resumes.**

**1. Purpose and values**

SCVO believes the voluntary sector is vital to Scotland’s economy and society. We support the sector to achieve its ambitions through delivering services, giving the sector a voice at a national level and promoting and supporting innovation and improvement. Our purpose, therefore, is to support, promote and develop a confident, sustainable voluntary sector in Scotland.

Our values are the foundation of how we act individually and collectively as SCVO staff members. We are:

* Accountable and committed
* Responsive
* Supportive
* Progressive
* Bold

**2. Job context**

We are seeking a highly experienced service manager, with expertise in customer service, project management, compliance, quality assurance and improvement. The coronavirus crisis resulted in significant additional investment in tackling digital exclusion. Connecting Scotland is a key response to get more people online. SCVO, with its significant experience of leading digital inclusion programmes is leading the delivery.

Connecting Scotland is a £50m project funded by the Scottish Government and supported by all Scotland’s Local Authorities, as well as hundreds of organisations from across the public, private and the voluntary sectors. We are working with these partners to provide a combination of devices, internet connectivity and digital skills support to help them with learning, life and work. There is an ambitious target to reach 50,000 people with this support by the end of 2021 and continue that support for up to two years.

This post will be responsible for managing the Connecting Scotland service and leading the team and suppliers responsible for providing support to both partner organisations and end users.

The key elements of the service are:

* Procurement of devices and connectivity
* A grant application process to award devices and support
* A Digital Champion training and support package for successful organisations
* A helpdesk service and a freephone support line for organisations and end users

Key responsibilities of this role will include:

* Quality assurance & process improvement
* Monitoring, compliance and reporting
* Learning & evaluation related to the impact of the programme
* Management of aftercare support services

You will be working as part of the wider digital participation team within SCVO and with colleagues from the Scottish Government.

More information about Connecting Scotland is available at:

<https://connecting.scot/for-organisations>

**3. Person specification**

Candidates will be expected to demonstrate the following range of experience and skills:

**Essential**

* Experience of leading a team to deliver excellent customer care
* Experience of managing the delivery of large services / contracts (£250k+ budget)
* Experience of managing suppliers and third parties to achieve project outcomes.
* Understanding and experience of developing and improving business processes
* Excellent workplace digital skills and experience of using technology to deliver customer-centred services.
* Strong understanding of approaches to continuous learning, monitoring and evaluation.
* Excellent written and oral communication skills
* Strong values aligned with those of SCVO

**Desirable**

* Experience of coaching and mentoring approaches to staff management
* Experience of using Salesforce
* High level of confidence in using iPads and Chromebooks.
* Knowledge of the issues related to digital exclusion
* Experience of developing and delivering communications plans

**4.**  **Specific duties**

The post holder will be responsible for ensuring Connecting Scotland delivers its objectives, complies with contractual responsibilities and provides excellent customer service.

The role will oversee three key elements of the service:

* A grant application process to award devices and support
* A Digital Champion training and support package for successful organisations developed and refined by the Digital Participation team
* A helpdesk service and a freephone support line for organisations and end users

It is expected that the specific duties will include:

Quality assurance & process improvement

* Manage effective grant application, assessment, award and contracting processes
* Ensure the support and customer care provided by SCVO is consistently high quality
* Ensure the support provided by suppliers and project partners is consistently high quality
* Identify opportunity for process and systems enhancement

Monitoring & compliance

* Manage budgets related to the provision of training and support
* Monitor the delivery of the programme against milestones and targets
* Ensure SCVO meets its grant obligations to funders, including monthly reporting to the Project Board
* Ensure organisations supported through Connecting Scotland fulfil their grant obligations to SCVO
* Ensure effective management of risks and issues

Learning & evaluation related to the impact of the programme

* Capture learning through ongoing engagement with project partners
* Work with the evaluation team and the Scottish Government and any other partner to ensure the effective evaluation of the programme
* Work with the communications teams at SCVO and Scottish Government to share learning and evaluation at local, national and international levels
* Produce reports for funders and stakeholders

Management of aftercare support services

* Manage the Connecting Scotland helpdesk team within SCVO that provide support
* Manage the contracts and relationships with partners that provide training and support services

Strategy and planning

* Work with internal and external stakeholders to plan and co-ordinate the delivery of any future phases of Connecting Scotland

**5.**  **Other duties**

Any other relevant general duties as may be required by the line manager.

**6.**  **Location/Accountability**

The post will be home based but there will be significant online interaction and support with the team. When lockdown restrictions have been lifted the postholder can be based at one of SCVO’s offices: Edinburgh, Glasgow or Inverness.

**7.**  **SCVO Terms & Conditions**

Salary: SCVO Grade D

Increments: To maximum point of scale on completion of two years’ service.

Annual leave: 28 days plus 6 public holidays

Cost of living increases: On 1 April each year

Contributory pension scheme: SCVO offers a Defined Contribution

Pension Scheme to its staff.  Employee contributions are 6% or 3%, SCVO contributes 9% or 4.5%. A salary exchange option is available

Probationary period: 6 months

Hours: 35 hours per week