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**JOB DESCRIPTION**

**service manager**

**South Ayrshire**

Number of Hours: 21 hours

Salary: £32,500 per annum pro rata

Accountability of post: The postholder will be line managed by and accountable to the CEO, for the performance of the tasks described below.

Main Purpose: As a key member of the Management Team, you will share responsibility for the delivery of Three Sixty’s goals and strategic ambition.

You will have direct responsibility for managing staff and the Outreach Service which includes community-based groups and 1:1 supports across South Ayrshire.

The Service Manager will develop and embed practice frameworks for the service and lead the team to deliver high quality, positive outcomes.

Location of post: The postholder will be expected to work across South Ayrshire depending on the needs of the service.

(Please note that currently some home working is normal; occasional out of hours and weekend work required; own car and driving licence essential).

**MAIN TASKS & RESPONSIBILITIES:**

1. To manage the day to day running of the service.
2. To work within Three Sixty’s policies and procedures, most notably in areas of safeguarding, equal opportunities and anti-discriminatory practice.
3. To identify and develop new areas of growth for the charity.
4. To record, monitor and evaluate all work.
5. To arrange and lead supervision sessions, team meetings and in-house training sessions as appropriate.
6. To contribute to the promotion and development of Three Sixty’s work and services in South Ayrshire and attend Forums as required as agreed by the CEO.
7. To liaise with our stakeholders to raise the profile of the charity, develop new collaborations and relationships as agreed by the CEO.
8. To assess and manage risk ensuring our risk assessment process is robust.
9. To support staff to work towards achieving professional outcomes whilst embedding a learning culture.
10. To work with the Management Team to plan, problem solve and develop the organisation in alignment with the strategic plan.

*With consultation, amendments may be made to your job description from time to time in relation to organisational and community needs.*



**PERSON SPECIFICATION**

**service manager**

**South Ayrshire**

**QUALIFICATIONS**

***ESSENTIAL***

1. A professional qualification in community education, social care, health, or education.

**KNOWLEDGE & EXPERIENCE**

***ESSENTIAL***

1. Leadership and management experience.
2. Experience of leading and managing staff, volunteers and students within the care sector.
3. Experience working in the mental health sector and/or charity sector.
4. Experience of working with IT systems to communicate and record information.
5. Experience of navigating and utilising social media effectively.
6. Experience of planning and delivering programmes of activities for individuals and groups.
7. Experience of networking and partnership development.
8. Experience of working in partnership with other agencies.
9. Sound knowledge of mental health alongside the issues, barriers and stigma around mental illness.
10. An understanding of and commitment to equal opportunities and anti-discriminatory practice.

**SKILLS & ABILITIES**

***ESSENTIAL***

1. Ability to engage in reflective practice, work flexibly and adapt to change.
2. The ability to work under pressure, manage workloads and juggle competing demands.
3. Ability to problem solve, seek solutions and use initiative.
4. Ability to record, monitor and evaluate work.
5. Ability to plan, prioritise and manage own workload.
6. Ability to communicate the vision of Three Sixty to all staff and stakeholders.
7. Ability to work across professional boundaries in a professional manner.
8. Excellent communication skills and the ability to hold difficult conversations.
9. Ability to assess and manage risk.
10. Full driving license and car.