



Job Description: Lanarkshire Services Manager

Post: Lanarkshire Services Manager
Fixed Term: Permanent
Hours: 35 hours per week
Salary: OPFS Scale Points 25-29, £35,024 - £42,808
Location: Based in Motherwell at OPFS Lanarkshire Offices
Reports to: Director of Support for Families and National Programmes

Role and Responsibilities

The Lanarkshire Services Manager role holds overall responsibility for the delivery of OPFS Services in the Lanarkshire area. The role will contribute to the organisation's vision of a Scotland in which single parents and their children are valued and treated equally and fairly by leading, managing and coordinating the various components of our Lanarkshire provision. The role holder will be responsible for management of the Lanarkshire Support for Families staff to enable them to offer a consistent level of effective support to single parents and their children and to meeting funding obligations. This role holds responsibility for the relevant staff and budgets; for representing the work of OPFS to external agencies, and for developing new areas of work, and funding for these, in conjunction with the OPFS Senior Team.

All roles at OPFS contribute to our mission of working with and for single parent families, providing support services that enable them to achieve their potential and help create lasting solutions to the poverty and barriers facing many single parents and their children.

OPFS Lanarkshire Support for Families Service

Our Lanarkshire based service provides a range of support for single parents and their families, which currently includes:

- **Family Support:** assisting families with everyday situations and through more complex and difficult times.
- **Mental Health & Wellbeing:** advice and practical support around looking after yourself and your family and therapeutic support, including the provision of counselling.





- Young Parents: pathway of specialist family and employability support for young parents and their children.
- Employability: specialised and comprehensive support for single parents to support progression and wrap around support for additional barriers.

Main Duties

Responsible for the management, day-to-day running, and adequate resourcing of OPFS Lanarkshire service. This includes:

- Working as a member of the Leadership team to support the development and implementation of the strategic and annual operational plans.
- Leading, directing and managing our well-established Lanarkshire Support for Families Service to ensure that single parents have the opportunity and support to make choices that enable them to lead a full life and promote wellbeing and that their rights are at the heart of all service developments and improvements.
- Responsibilities for the performance and development of the Lanarkshire Support for Families service.
- Working with service users, external partners and providers and be responsible for all aspects of the specialist services provided, ensuring positive outcomes for single parent families.
- Contributing to development of service provision regionally and nationally, including leading on a specific thematic issue for single parents.
- Leading on funding applications for the service, working with, and supported by, OPFS Business Development team, managing budgets and reporting back to funders.
- Managing the Lanarkshire service income and expenditure in line with annual budgets and liaising with the OPFS Finance Manager on preparation of budgets.
- Working closely with OPFS Communications team, developing digital channels and the marketing and promotion strategy for the service.
- Establishing and maintaining effective liaison with relevant statutory and voluntary agencies, including developing partnership initiatives.
- Working collaboratively with colleagues in Support for Families to ensure OPFS provision nationally is cohesive, high quality and effective.
- Representing the work of OPFS to external agencies and developing new areas of work.
- Any other relevant duties as requested by the Directorate or the Board.



Personal Specifications

Qualifications and Disclosures

- Relevant degree level qualification or equivalent experience in a related field.
- Satisfactory Standard Disclosure check

Experience

- Experience of developing and effectively managing a team to maximise impact.
- Experience of managing and delivering multiple services, adopting a holistic approach.
- Proven ability to manage staff teams, recruit, develop and motivate staff.
- Experience of planning and management of budgets.
- Experience of operating in a modern digital workplace with experience of online case management systems and an understanding of the importance of data quality.

Skills & Attributes

- Excellent people management skills with the ability to support and motivate staff.
- Excellent ICT skills and proficiency in Microsoft Outlook, Word, Excel, and PowerPoint.
- Strong influencing skills and an ability to build and establish good relationships with a range of stakeholders.
- Ability to respond quickly and effectively to changing needs, service requirements and to meet tight deadlines.
- Strong analytical skills to interpret and present statistical management information.
- Good relationship building skills and the ability to be tactful, diplomatic, and sensitive to the needs of others.

Knowledge

- Knowledge of single parent issues in Scotland.
- Understanding of current government policies relevant to one parent families.
- Awareness and understanding of the principles of safeguarding and child protection.

Values and Attitudes

- Ability to work under pressure to tight deadlines, work on own initiative, organised approach, and commitment to accuracy.
- Exhibit values which are non-discriminatory and culturally sensitive that encourages single parents to access services.
- Clear understanding of the importance of high-quality service provision, that is inclusive and professional.



- Ability to commit to the aims and values of OPFS and actively contribute to organisational cohesion, encouraging cross-team working, and a problem-solving approach.

Terms & Conditions

1. **Period of appointment:** The appointment is permanent. Confirmation of appointment is subject to satisfactory completion of a 3-month probationary period, Standard Disclosure Check and receipt of references.
2. **Salary:** OPFS Scale Points 25-29, £35,024 - £42,808
3. **Hours of work:** 35 hours per week. As a flexible employer with life and family-friendly culture, flexible hours will be considered as will hybrid working – spreading the working week between the home and office.
4. **Holidays:** Annual leave entitlement is 25 days and 12 Public holidays.
5. **Pension:** You will be auto enrolled from your start date. OPFS pays 7% of your salary and you pay a minimum of 3%.
6. **Training and support and supervision:** You will receive induction training and frequent support in the first three months. Thereafter you will receive monthly individual support and supervision and annual appraisals. Regular team meetings will be held, and staff have access to internal and external training.
7. **Equal Opportunities and Family Friendly Employment:** OPFS aims to be an equal opportunity and family friendly employer. OPFS has Investors In People status.
8. **Recruitment Timetable:** The closing date for applications is **Monday 11th July at 5pm**. Please send completed applications to jobs@opfs.org.uk. Shortlisted applicants will be invited to an interview on w/c 25th July 2022.

The job description is a broad picture of the post at the time of preparation. It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time.