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| JOB IDENTIFICATION |
| |  |  | | --- | --- | | Job Title: | **Service Manager** | | Accountable to: | Service Delivery Director | | Department(s): | Operations | | Tenure of Post: | 35 hours / week (plus on call responsibility) | | Salary Grade: | Grade 6 (£29,750 - £33,000) *Placement subject to experience / qualification status* | |
| 2. JOB OVERVIEW & PURPOSE |
| As an experienced business and people manager, you will be accountable for the management and performance of Service Delivery across multiple contracts and venues. Our services include counselling, therapeutic support services and wellbeing education.  You will lead your teams to deliver positive and impactful outcomes for our clients and commissioners, always focussing on improving our client journey and the services that we offer. Managing resources will be key to achieve successful operational delivery, meaning a creative and flexible approach will be a necessity in your role.  As a Service Managers you will be accountable for achieving targets relevant to your team’s performance indicators. You will be required to analyse data and statistics and present these in a report format on a regular basis and communicate and deliver these results to a wide audience of recipients.  In order to represent the needs of Lifelink at local and strategic meetings, you will liaise with local partners and promote our services, and therefore you must display effective and purposeful communication, both from an internal and external perspective.  Relationships form a vital part of this role, and it is imperative that as a Service Manager you are able to nurture existing contracts and can develop and foster new ones. Listening and proactively reacting to feedback will be key as your role is vital for continually seeking improvement and investigating innovation to drive performance.  You also will be responsible for the feedback and evaluation of all Lifelink services and will play a key role in embedding a data driven approach to continuous improvement in service delivery and product development through the latest innovative approaches.  With a focus on leadership, you will make a significant contribution to a positive and can-do culture encouraging Lifelink’s values and leading by example and driving our mission to ensuring people become happier and healthier wherever the live, work or learn. |
| 3. LIFELINK VISON AND VALUES |
| **Our vision** is that people are healthier and happier wherever they live, work or learn  All services delivered by Lifelink are underpinned by the following core values:     |  |  | | --- | --- | | **Inclusive:** | We reach out to communities to reduce isolation and risk of suicide; as one team, together we take pride in our achievements | | **Supportive:** | We see the whole person, actively listen and offer clear information; we act with empathy and compassion | | **Innovative:** | We encourage innovation and excellence, share learning and best practice and celebrate success; we embrace change and are responsive to stakeholder and customer needs | | **Integrity:** | We always act fairly, ethically and openly; we treat each other as we would wish to be treated, with dignity and respect | |

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| 4. KEY TASKS AND ACCOUNTABILITIES |
| 1. Accountable for the management of a team of diverse and multidisciplinary employees, including line and performance management of Assistant Service Managers ensuring the KPIs and performance objectives. 2. Leadership & performance management and of relevant contracts and services, ensuring targets, SLAs and resourcing numbers are being achieved and implementing corrective/improvement actions when required. 3. Ownership of nurturing and fostering new and existing relationships and contracts. Listening and proactively acting upon feedback and always striving to deliver service excellence for those partnering businesses and organisations. 4. Responsible for preparing and presenting accurate, timely and effective written reports and business cases for change as required, to evidence performance against contracts and KPI / SLAs. 5. Accountable for the communication of team and company progress, results, achievements and key business messages to your team/s and peer groups and for driving communication of feedback, suggestions, ideas and engagement opportunities to other areas of the business as appropriate, including to the Leadership Team (LSMT). 6. Ownership for continuous monitoring, maintenance and effective deployment of service resources, proactively identifying and managing gaps in provision and ensuring relevant SLAs, including waiting time targets are met. 7. Attending relevant contract and business development meetings and representing Lifelink’s business interests at a local level as required. 8. Developing and nurturing internal and external relationships, proactively representing the company to a wide range of stakeholders including clients, commissioners, partner agencies, private sector, etc. 9. Accountable for the smooth running, health and safety of a range of delivery venues/facilities ensuring they remain fit for purpose. 10. Responsible for driving quality assurance in Service Delivery, including quality checks and communication of results, collaborating with other colleagues to make improvements, and ensuring compliance with appropriate practice standards and frameworks. 11. Proactive in driving service evaluation and improvement, including monitoring staff performance in relation to responding to client feedback/complaints, and other monitoring/evaluative measures, and ensuring implementation and monitoring of required improvement actions. 12. Attending and fully participating in team meetings, team training/CPD, supervision and performance management and support meetings. 13. Contributing to and proactively participating in the development and marketing of Lifelink services. 14. Ensure all employees adhere to Lifelink policies and procedures, and in particular Child Protection, Confidentiality and GDPR requirements, and Vulnerable Adults, at all times. 15. Ensure all staff maintain adequate client records in line with Lifelink policies, procedures and systems requirements. 16. Achievement of relevant KPIs and objectives defined as appropriate to the role, and proactively participating in the Company performance management appraisal process. 17. Ensuring projects and assigned business development tasks are completed to deadline and communicated as agreed by the LSMT. 18. Performing other related duties as required and/or assigned by the Service Delivery Director, or other member of the LSMT |

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| 5. KEY BEHAVIOURS |
| 1. Leadership; leading by example and displaying motivation and directional support of others 2. Organisational skills: being planned and organised with the ability to multitask and deliver to deadlines 3. Teamwork: collaborative approach and a love of working with others to deliver objectives 4. Strong customer service ethos: striving to deliver service excellence and to meet and exceed targets 5. Coaching & Mentoring: the ability to drive performance and productivity through effective coaching 6. Communication: strong written and oral communication skills 7. Relationship building: Regular and effective communication, listening to and being open to feedback 8. Proactive behaviour…. don’t wait for it to happen, make it happen 9. Be open and honest… your, and our, reputation is everything 10. Be reliable… make good on all your promises 11. Be equitable…. be fair with everyone 12. Innovate like an entrepreneur…. work like it’s your business, your money, your staff and your customers. Think growth, quality, and above all, community |

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| PERSON SPECIFICATION | JobRole | SERVICE MANAGER |

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| **Selection Factors** |  | **CRITERIA** |
| **QUALIFICATIONS & TRAINING** | **Essential** | * A professional qualification in a management / leadership field   or demonstrable experience related to the job description |
| **Desirable** | * Professionally qualified (e.g. to a minimum of 1-year certificated course) in another relevant discipline, e.g. mental health or wellbeing or business/team/contract management |
| **EXPERIENCE OF** | **Essential** | * Service planning, operational delivery and monitoring and improvement * Account Management or evidence of nurturing and developing key relationships * Reporting on service performance including a sound understanding of performance data, KPI / SLA metrics * **Effective leadership and management support of team development in a service-related environment** * Preparing and delivering effective presentations and facilitating meetings * Recognising new business opportunities and delivering informal ad-hoc pitches to potential new audiences |
| **Desirable** | * Managing or overseeing delivery provision of a confidential, one to one client focused service * Delivering one to one support to adults and young people with complex needs * Delivering services or activities via a range of digital platforms including telephone and online (video conferencing/Skype and online) |
| **KNOWLEDGE OF** | **Essential** | * Understanding of mild to moderate mental health issues and associated complex client needs in adults and young people * GDPR, Data Protection and safeguarding information |
|  | **Desirable** | **Sound knowledge of:**   * Therapeutic services * Appropriate legislation, e.g. Child and Vulnerable Adult Protection, etc * Confidentiality, legal issues related to counselling and psychotherapy services * Organisational policies and procedures e.g. attendance management, confidentiality, disciplinary, capability policies. * Impact of health inequalities on stress and mental health * Education and the school environment, school timetabling |
| **COMPETENCIES & SKILLS** | **Essential** | * Ability to lead a team to deliver results in a service focussed environment * Strong verbal and written communication skills * Skilled influencer with diplomacy and negotiation skills * Presentation skills |
|  | **Desirable** | * Coaching / mentoring skills * Resource management |
| **PERSONAL CHARACTERISTICS AND OTHER** | **Essential** | * A current driving licence and access to own vehicle * Proficient I.T. skills * Mentoring/coaching skills * Ability to respond constructively to internal organisational and external environmental change * Resilient * Reliable * Collaborative * Assertive and can challenge constructively * Solution focussed * Adaptability and flexibility of approach |