

Job Profile



Job title:	Service Delivery Manager	Report to:	Operations Director
Location:	The Advocacy Project Office	Disclosure:	PVG scheme
Salary:	Grade 8: £34,140 - £36,504	Completed:	April 2024

Job summary

You will lead, develop and co-ordinate the delivery of our core one-to-one advocacy service. You will have an enabling leadership style and will support your team to deliver in a busy, dynamic environment.

Behaviours and competencies

Our organisational competencies:

- Leadership
- Resilience
- Excellence
- Person-focused
- Performance

You will demonstrate the following behaviours and competencies:

- Putting the people we support at the centre of all we do
- Removing barriers that get in the way of delivering excellent service
- Taking an analytical approach to problem-solving
- Promoting initiative and creativity across the team

- Creating an environment of trust and empowerment
- Inspiring others to achieve their full potential
- Taking responsibility for managing excellent performance results
- Taking responsibility for own learning and development
- Representing the Advocacy Project in a positive and professional way
- Strong leadership and management skills
- Excellent communication and people skills
- Self-aware and self-motivated

Person specification

Essential

- Our Service Delivery Manager must demonstrate the behaviours and competencies outlined
- Experience working in a leadership role
- Strong IT skills

Desirable

- Educated to degree level in a relevant area of study
- Experience working in the independent advocacy sector

Job Outputs

Role output	Requirements
Leadership, team development	<ul style="list-style-type: none"> • Develop and sustain a motivated and creative team • Lead by example – be an effective role model for team members and encourage, and develop key behaviours • Lead your team to continuously review and improve work processes • Conduct My Conversation and Contribution meetings to support your team in achieving their full potential • Promote positive engagement through regular team meetings and practice development activity

	<ul style="list-style-type: none"> • Create an environment that supports staff wellbeing • Deputise for the Operations Director when required
People and service management	<ul style="list-style-type: none"> • Line manage staff in line with policies and procedures • Carry out HR tasks in line with policies and procedures • Co-ordinate delivery of core services • Oversee work allocation in line with contractual obligations and internal KPIs • Produce contract monitoring reports capturing the impact our service has on the communities we serve • Take a lead role in contract monitoring meetings with funders
Deliver continuous improvement in performance	<ul style="list-style-type: none"> • Identify strengths, weaknesses and areas for development and deliver solutions • Monitor, analyse and improve work processes • Encourage innovation by modelling innovative behaviour • Promote open communication and creative thinking across the organisation • Contribute to EFQM quality management activity
Learning and development	<ul style="list-style-type: none"> • Oversee individual and team learning and development • Contribute to the organisational learning and development plan • Promote continuous improvement and learning in all activities
Risk management	<ul style="list-style-type: none"> • Support the Operations Director in mitigating strategic risks as recorded on the risk register • Identify and highlight areas of strategic risk to the Operations Director
Compliance	<ul style="list-style-type: none"> • Produce contract monitoring reports for core services and take a lead role in contract monitoring and

	<p>compliance meetings with funders</p> <ul style="list-style-type: none"> • Report on the performance of the team in line with performance frameworks and KPIs • Act ethically and with integrity in line with the Code of Conduct and policy framework • Ensure compliance with organisational policies and procedures • Apply the SIAA Principles, Standards and Code of Best Practice in all you do and ensure your team do the same
Stakeholder engagement and partnership working	<ul style="list-style-type: none"> • Lead by example to ensure you and your team are visible and familiar in the communities we serve • Develop and maintain strong relationships and networks with key external partners • Represent The Advocacy Project in strategic multi-agency forums • Promote TAP values and represent the organisation in a positive light
Other	<ul style="list-style-type: none"> • Other relevant duties as required

Relationships

- Board of trustees
- Strategic sub-committee
- Leadership team
- Management team
- Service delivery team
- SIAA, partner organisations
- People who use our service
- Contractors