



Independent Advocacy Service (SCIO)

Job Description

Role: Service Manager

Accountable to: Board of Trustees

Location: Hybrid (with regular presence across service areas including at least weekly presence at the EARS office premises)

Hours: Full-time (35 hours per week)

Salary: £40,000 pa

Contract: Permanent

Purpose of the Role

The Service Manager delivers effective service delivery, business and people management for EARS Independent Advocacy Service (SCIO), aligned to organisational values and objectives and acts as the principal ambassador for the organisation. The post holder is responsible for ensuring the organisation delivers high-quality, rights-based independent advocacy across contracted areas in Scotland, through effective operational management, implementation and oversight of governance, regulatory and financial requirements, and key stakeholder engagement.

Key Responsibilities

Service Delivery Management

- Operational management and oversight of organisational activity, aligned to organisational purpose, contractual obligations, health and safety and safeguarding obligations and the principles of independent advocacy.
- Providing regular and relevant organisational and service updates to the Board of Trustees to support their effective oversight, decision-making and risk management.
- Promote understanding of independent advocacy, human rights and EARS' role within the wider system through communications, engagement and other mechanisms.
- Ensuring clear, consistent, and transparent communication with employees, trustees, funders, partners, and other stakeholders.
- Regularly reviewing, improving and developing internal and external operational functions and platforms to ensure these remain effective and compliant.

Business Management

- With support of the Administrator, managing all financial activities and functions, ensuring a high standard of financial controls and oversight are maintained and providing regular budget and financial reports to the Board of Trustees, to funders and stakeholders as required.



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- Leading all engagement for contract management and oversight, maintaining positive and productive relationships with funders and commissioners and including negotiating and reviewing contractual obligations where required.
- Meeting contractual monitoring requirements through creation of high quality narrative, performance and financial reporting documents aligned to funder instruction and expectation.
- Proactively seeking out opportunities to further the organisation's aims, objectives and impact through delivery of additional independent advocacy activity and through securing continuation of existing delivery, completing high quality tender submissions and funding bids to secure same.
- Managing compliance with regulatory requirements from appropriate bodies such as OSCR, ICO and The Pensions Regulator.

People Management

- Consistent and effective team leadership that promotes a collaborative and positive organisational culture and a collective focus on and accountability for providing high quality independent advocacy services.
- Line management of team members in line with organisational policies and procedures and employment legislation, including management of more complex people management matters (with Board and legal support) if required.
- Providing regular individual support and supervision to team members, and facilitating regular group supervision sessions with the wider team to support learning and development.
- Ensuring all team members undertake at least mandatory training activities, and supporting access to additional learning and development activity to support development and effective service delivery.
- In partnership with the Board of Trustees regularly review and revise as appropriate relevant organisational policies, procedures and processes.



Person Specification

Qualifications

- Relevant management, people management or finance qualification, or proof of continuing professional development or equivalent professional experience.

Experience

- Experience in a management or leadership role, with responsibility for business or people management.
- Experience of working within the third, public or care sectors in Scotland.
- Experience of charity governance, including working effectively with a Board of Trustees.
 - Strong track record in financial management, including budget oversight, financial planning and income generation.
- Experience of stakeholder engagement in the context of commissioning, tendering or contracted service delivery.

Knowledge and Understanding

- Strong understanding or willingness to learn about independent advocacy, human rights-based approaches and the importance of advocacy for people facing disadvantage.
- Knowledge of the Scottish third and public sector landscape, including commissioning and funding models.
- Effective understanding of data insights, performance management and outcomes measurement and internal mechanisms utilised to measure and monitor these.

Skills and Abilities

- Leadership, influencing, and decision-making skills, including the ability to provide constructive challenge and take difficult decisions when required.
- Ability to manage complex people issues sensitively, fairly, and decisively, including performance management, organisational change and conflict resolution.
- Effective communication skills, both written and verbal, with the ability to engage a wide range of audiences.
- Strong relationship-building and negotiation skills.
- Ability to manage complexity, competing priorities and risk in a fast-changing environment.

This job description and person specification will be reviewed periodically in line with organisational and strategic developments.