

# TAKE THE NEXT STEP IN YOUR CAREER

## SERVICE DELIVERY MANAGER



37 hours per week | £25,481 - £29,557 | Permanent

**Post:** Service Delivery Manager

**Salary:** £25,481 – £29,577

**Hours:** Full Time – 37 Hours per week, including occasional evenings and weekends

**Location:** 11 Redcombe Lane, Brigg, North Lincolnshire, DN20 8AU

Travel around North Lincolnshire, and occasionally North East Lincolnshire

### JOB DESCRIPTION

We have been supporting our clients in North Lincolnshire for over 30 years. We are looking for a candidate with proven leadership ability to lead our North Lincolnshire team and to be involved in key decision making across our services in both North and North East Lincolnshire.

You will have responsibility for enabling your team to deliver a range of support services. You will need to have a keen interest in developing and supporting your team and be committed to delivering fair and equitable leadership.

To be successful you will be driven to achieve results, dynamic in your thinking and approach to work, and confident in your ability to manage a team going through a period of transition. You will need to have proven experience of working towards and achieving KPI's.

This role gives the successful candidate the scope to build on and develop the services and support that we provide.

You will be responsible for 'on the ground' management and coordination of your team and the day to day delivery of the service. You will have responsibilities particularly around staff management, development, supervision, training and producing a programme of outreach.

You will act as a representative, advocate and ambassador both for the organisation and our clients.

## CONTACT US FOR AN APPLICATION PACK

**Email:** [info@carerssupportcentre.com](mailto:info@carerssupportcentre.com)

**Call:** 01652 650585

**Download:** [www.carerssupportcentre.com/nl/job-vacancies-careers/](http://www.carerssupportcentre.com/nl/job-vacancies-careers/)



## **AREAS OF RESPONSIBILITY**

- Provide motivation, support and supervision for all staff reporting to the post.
- Hold regular team meetings.
- Ensure clear and effective communication across the team.
- Support staff to manage their workload effectively.
- Ensure adequate resources for the running of services and support.
- Manage the day to day running of support services.
- Manage annual leave and sickness absence.
- Work with staff to develop support within the remit of their projects/areas of work (have an understanding of each job role and the work of each member of staff).
- Work with the Training and Wellbeing Team on the organisation and implementation of a Northern Lincolnshire training programme.
- Work collaboratively with the Service Delivery Manager in North East Lincolnshire and cover the North East Lincolnshire office when needed.
- Oversee a programme of outreach.
- Network with other organisations and develop productive working relationships.
- Provide and facilitate training to clients, professionals and staff.
- Take a leading role in the organisation of events during key awareness raising periods.
- Manage and monitor the quality, relevance and appropriateness of information available to clients.
- Manage and monitor the quality and consistency of information recorded on the charity's Customer Relationship Management system by the team.
- Ensure the building is kept to a good standard of hygiene and cleanliness.
- Ensure policies and procedures are followed.
- Have a clear insight in to the aims and objectives of the charity.
- Support the collection of information and statistics for reporting and monitoring purposes.
- Have a basic overview of project budgets.
- Work closely with the Operations Director to deliver a comprehensive and effective service and provide them with a weekly update.
- Input into senior team meetings and planning for the future.
- Represent clients and the organisation at key meetings.
- Be a representative, advocate and ambassador for the organisation.
- Any other duties as required.

## **PERSON SPECIFICATION**

The post holder will be expected to possess the following skills and qualities:

<b>Knowledge and Experience</b>	
<b>ESSENTIAL</b> <ul style="list-style-type: none"> <li>• A minimum two years' experience in a supervisory or management position</li> <li>• A clear understanding of the issues affecting Carers, their support needs and barriers to accessing services and support</li> <li>• A clear understanding of how to effectively manage and develop a team</li> <li>• A good knowledge of health and social care services</li> <li>• An understanding of the ethos of the voluntary and third sector</li> <li>• An understanding of Safeguarding policies</li> <li>• Experience of writing reports and case studies</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of General Data Protection Regulations</li> <li>• Experience of developing and/or implementing services and/or projects</li> <li>• Experience of delivering training to staff or service users</li> <li>• Knowledge of health and safety in the workplace</li> </ul> <b>DESIRABLE</b> <ul style="list-style-type: none"> <li>• Experience of quality monitoring in an information, advice, guidance and support service</li> <li>• Experience of using social media for work purposes</li> <li>• Experience of Safeguarding Adults and Children</li> <li>• Experience of coaching and developing teams</li> </ul>
<b>Skills</b>	
<b>ESSENTIAL</b> <ul style="list-style-type: none"> <li>• Ability to maintain high standards in a busy service</li> <li>• Ability to manage services or projects and meet KPI's</li> <li>• Ability to use a database for recording information and preparing reports</li> <li>• Ability to deliver complex information in an easily accessible way</li> </ul>	<ul style="list-style-type: none"> <li>• Proven leadership skills</li> <li>• Excellent verbal and written communication</li> <li>• Report writing and record keeping</li> <li>• Ability to manage own workload and proven time management skills</li> <li>• Ability to plan ahead and think on the spot</li> <li>• Excellent level of I.T. Skills</li> <li>• Ability to network and develop productive professional relationships</li> </ul>
<b>Personal Attributes/Qualities</b>	
<b>ESSENTIAL</b> <ul style="list-style-type: none"> <li>• Demonstration of a commitment to equality and diversity</li> <li>• Commitment to delivering an excellent service and to challenging barriers to that commitment being met</li> <li>• Ability to promote the needs of Carers and the work of the Carers' Support Service</li> </ul>	<ul style="list-style-type: none"> <li>• A flexible and pro-active approach to tasks and priorities</li> <li>• Commitment to continue personal and professional development and a willingness to take up training opportunities</li> <li>• Patient, understanding, fair and confident approach to managing staff and volunteers</li> <li>• Ability to work flexible hours</li> </ul>
<b>Essential Qualifications</b>	
<ul style="list-style-type: none"> <li>• Educated to level 3 or equivalent with minimum grade C GCSE Maths and English or equivalent.</li> </ul>	
<b>Essential Work Arrangements</b>	
<ul style="list-style-type: none"> <li>• You will need a full driver's license with access to a vehicle</li> </ul>	

## **AN ESTABLISHED AND RESPECTED LOCAL CHARITY...**

For over 30 years, we have been supporting unpaid Carers in North Lincolnshire. In 2014 we started supporting unpaid Carers in North East Lincolnshire too.



Unpaid Carers look after family members, friends and/or neighbours who can't manage without them because they are ill, frail, disabled, have a mental health condition or substance misuse problem.

The support we provide enables Carer to care safely, manage and maintain their caring role, their health and wellbeing and to have a life outside of and beyond their caring role.