

JOB DESCRIPTION

Job Title:	Senior Service Manager
Directorate:	South London, England, Criminal Justice and ETE
Location:	Bournemouth
Reporting to:	Regional Head
Responsible for:	Responsible for management of staff including Service Managers and development of the wider team.

PURPOSE OF THE JOB

We have an exciting opportunity for someone to join us as a Senior Service Manager, leading the continued management and development in Bournemouth, Christchurch and Poole (BCP). The pathway includes outreach, Housing First and supported accommodation.

In the role of Senior Service Manager you will:

- Focus on the continued development and improvement of the service model and have overall responsibility for the improvement and consistency of the day-to-day safe and smooth management of the BCP services.
- Ensure high quality, safe support for those that access St Mungo's accommodation services in BCP.
- Support, motivate and manage Service Managers and Team Leaders across multiple sites to ensure they can deliver a high standard and effective service to clients, encouraging a person-centred approach in line with our recovery ethos and within psychologically informed environments.
- Work closely with the Regional Head to contribute and lead on the promotion, strategic and operational planning of the service within St Mungo's and the sector.
- Build highly effective relationships with partners, commissioners, and other relevant agencies to deliver an effective service.
- Ensure consistent move on through and out of the pathway into a variety of accommodation types, including PRS.

KEY RESPONSIBILITIES

- To successfully deliver the intended objectives and outcomes of the contracted services.
- Ensure best practice and quality of care is achieved within the delivery of these projects and be directly responsible for the day-to-day operational delivery of these.
- Develop best practice in the various models of support used within the pathway, ensuring each element of the pathway provides appropriate support to the cohort of clients.
- Ensure moves through the pathway are timely and match the client's need.

- To work with the Director and Regional Head on developing and growing St Mungo's presence.
- To represent St Mungo's to external stakeholders, including the Local Authority, CCG and other bodies and to represent St Mungo's on appropriate boards and working groups as directed.
- Foster a working environment based on co-operation and support which is open, demanding and challenging.

TO LEAD AND MANAGE A TEAM

- Taking the lead in recruitment and selection of new staff to the team.
- Developing performance targets and quality control measures for the work of the team, and monitoring team members' work to ensure that these are met.
- Supporting staff by setting clear objectives and holding individual supervisions regularly.
- Ensuring good communication between staff by holding team meetings regularly, and additional briefings as necessary.
- Inducting new staff and planning the continuing development of existing staff on the basis of an annual appraisal.
- Managing the workload of the team to ensure that adequate cover is provided at all times.
- Ensuring the health and safety of team members. This will include implementing procedures for office safety and use of computer equipment.
- Defining (and reviewing from time to time) the roles of staff to ensure these support the function's aims and objectives.
- Operating St Mungo's disciplinary and grievance procedures where necessary.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Senior Service Manager

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or supporting statement to demonstrate your capabilities, in relation to the essential requirements in the person specification below. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience, Skills, Knowledge and Abilities – required for application form:

1. Experience of networking, liaising and negotiating with current and potential stakeholders to deliver an excellent service
2. Experience of leading a service delivery team or teams in either a supported housing, advice, homelessness, care or other relevant environment.
3. Experience of financial planning and budgetary responsibility and control.
4. Experience of setting up new projects and continued development of existing projects.
5. Experience of managing staff to ensure excellent performance.

The below Experience, Skills, Knowledge and Abilities will be assessed at different stages of the recruitment process and throughout induction and training:

6. Knowledge of health and safety requirements in supported housing
7. Strong communication skills, including report writing and presentation.
8. An ability to handle responsibility and remain enthusiastic and motivated in a demanding and target driven role.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality.
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection testing/interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> • Is open to new ideas, improvement and change. • Handles situations and problems with innovation and creativity. • Shows commercial and financial awareness.
Interacting and Influencing	<ul style="list-style-type: none"> • Takes responsibility and demonstrates values-driven leadership. • Shows self-awareness. • Works well with other people. • Collaborates and networks effectively internally and externally. • Shows sound communication and influencing skills.
Understanding and Doing	<ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements. • Able to think strategically. • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. • Has good writing skills at the level required for the job. • Plans, organises and manages time well. • Demonstrates compliance and accountability.
Involving and Including	<ul style="list-style-type: none"> • Builds client/stakeholder involvement into all activities. • Is client and customer focused. • Aware of own level of cultural competence and proactively seeks to develop. • Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<ul style="list-style-type: none"> • Builds a high performing team. • Provides staff with clear direction and support. • Motivates, supports, enables and promotes the wellbeing of their team. • Manages the operational aspects of their function efficiently. • Implements plans, strategies and services effectively. • Actively contributes to service growth.