

JOB DESCRIPTION

Job Title:	Service Development Manager
Directorate:	Various/Regional Directorate
Location:	Dependant on region
Reporting to:	Service Director
Responsible for:	None, unless filling a management vacancy or deputising for Regional Head

PURPOSE OF THE JOB

- To participate in the assessment and development and bidding for of new opportunities.
- To establish and implement new contracts. To be directly responsible for the successful implementation and startup of new teams and services.
- To provide interim service management cover as required, as part of agreed service improvement plans or in case of recruitment gaps.
- To support Regional Heads in providing local managers and teams support and assistance where management or staffing concerns or Service of Concern issues arise.
- As a development opportunity - deputising for Regional Heads/Services Director on specific tasks or short periods of absence as needed and appropriate.
- Lead the process of planning, organizing, and executing time limited projects as required by the Services Director.

KEY RESPONSIBILITIES

Business Development

- To participate in the assessment and development of new opportunities.
- Attend market testing and provider events across the region with an eye for new business.
- To maintain existing, and develop new, contacts in a business development context. Liaise with other providers and develop joint working / sub-contracting arrangements for new services – particularly established providers in new locations.
- Maintain up to date knowledge and seek out best practice examples of service delivery to different populations, different need profiles and different service locations (e.g. Assessment and reconnection, Migrant support and outreach)
- To support new business tenders and funding applications, as agreed with the Service Director and Business Development Team and with a particular focus on implementation planning.
- Develop presentations and present for new business.

Project and Relationship Management

- Support and/or lead the scoping, development and delivery of cross organisational projects.
- Provide regular updates against project delivery and alert the Services Director to any delay against agreed timelines.
- Participate in and support the administration of internal and external working groups and partnership meetings e.g. Westminster Homelessness Partnership.
- Deputise for Regional Heads/Service Director at commissioner and stakeholder meetings including to discuss service performance and improvement.
- Be responsible for good and effective liaison with outside agencies including Local Authorities, police, social services and other statutory and voluntary agencies.

Implementation

- To have direct responsibility for the implementation of new services within the regions as agreed.
- Develop in-depth, thorough implementation plans in partnership with local managers.
- Facilitate implementation meetings and work with central services - HR, Finance, IT, Client Involvement etc. to ensure they are aware of service requirements and timeframes.
- Work with the IT to ensure the client data system meets data collection requirements of individual contracts.
- Develop new processes in consultation with colleagues where required in order to deliver the service objectives effectively.
- Provide in-depth handovers to operational managers for new services.

To Lead and Manage a Team or Teams (as required)

- Taking the lead in recruitment and selection of new staff to the team.
- 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.
- Operating St Mungo's disciplinary and grievance procedures where necessary.

Regional Support

- Routinely monitor regional housing management activity relating to voids, arrears and complaints.
- Develop reports to highlight regional housing management performance and action plans to address any areas of under-performance.
- Provide intensive housing management support and leadership where teams are consistently performing below expectations.
- Meet regularly with Services Director and Heads to review progress against and support delivery of directorate work plan.
- Respond to reactive work including complaints investigations, employee relations cases and evictions appeals.

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

Service Development 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 leading a service delivery team or teams in either homelessness, supported housing, advice, care or another relevant environment.
2. Experience of networking, liaising and negotiating with current and potential stakeholders to deliver new services.
3. Excellent communication skills, able to deliver information effectively verbally and in writing, including report writing and presenting to groups.
4. Ability to manage multiple service priorities and commissioner demands.
5. Developed understanding of the routes away from the street for people experiencing rough sleeping including for those with immigration support needs.

The below experience, skills, knowledge and abilities will be tested at different stages of the recruitment process, throughout induction and training:

6. Proven capability in planning and completing delegated projects.
7. Knowledge of relevant quality/continuous improvement systems.
8. The ability to work on own initiative with originality and creativity.

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 and 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.