



ID: 1287 Service Manager

Service: Norfolk and Suffolk

Salary: Starting at £36,477 FTE per annum, rising to £40,699

Location: Hybrid working and will need to be able to travel throughout Norfolk and Suffolk

Hours: 37 hours per week - Will consider occasional evening and weekend working

Contract: 18-month contract with extension subject to funding

Family Action & the Role's Impact:

At Family Action we support people through change, challenge or crisis. It's what we've done for over 150 years. We protect children, support young people and adults and offer direct, practical help to families and communities.

We see first-hand the power of family to shape lives, for better or worse, so we speak up for the importance of family in national and local policymaking, amplify family voices and represent the changing needs of families in the UK today.

This is an exciting opportunity for a Service Manager to join our Norfolk and Suffolk team to help support the growth of our services. You will be working closely with our SEN and Mental Health and Wellbeing teams as well as the Operational Manager to deliver high quality and innovative services to families and communities.

Ideally you will have at least 3 years' experience of working in a mental health or SEN environment in a people management role. You will need to be a team player but able to work autonomously as well and have the ability to prioritise workload and deadlines.

You will need to think creatively with an understanding of funding and contractual requirements, which vary greatly over 7 different projects. You will be an excellent communicator with a good sense of humour.

Our teams are currently spread across Norfolk and West Suffolk so you will need to be able to travel independently around the counties with your main base being in our Swaffham office, although some home working may be required.

Main Requirements

- To oversee the for the planning, management and delivery of all services, ensuring that KPIs and CIPs are fully met.
- To work closely with the Operational Manager to ensure quality delivery of services provided the Norfolk/Suffolk team, staff and volunteers.
- To develop and review the practice wheels and Logic Models that outlines the structure and research basis of the service. To engage with the Family Action Communities of Practice, roadshows and other internal opportunities to ensure strategic aims and objectives are constantly developing.



- To ensure a high standard of quality assurance and professional practice across the staff, through clinical and line management supervision, case audits, the use of MIR, Scorecard and Service Level Reports drawing upon data, and provision of training opportunities.
- Support Operational Manager to explore and identify areas of service needs across Norfolk and Suffolk and to build network and integrational working partnerships to support this.
- To be instrumental in shaping the future of the services both in Norfolk and Suffolk as well as part of the wider Central Team.
- Be responsible for the overall management, mentoring and support of Service Coordinators and, where needed, other staff.
- Deliver Family Action's formal Annual Appraisal process for all workers, either 'parenting' or 'grandparenting' as required.

Benefits:

- an annual paid leave entitlement that commences at 30 working days, plus bank holidays
- up to 6% matched-pension contributions
- flexible working arrangements and new starters have the right to make flexible working requests from day one of employment
- enhanced paid sick leave and paid family leave provisions
- eye care and winter flu jabs vouchers
- cycle to work scheme
- investing in your professional development with ongoing quality training and career development opportunities

We are forward looking, ambitious and committed to continuous improvement. We are a people focused, can-do organisation, which strives for excellence in all we do and operates with mutual respect.

Our commitment to Equality, Diversity & Inclusion:

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process and you will be asked whether you require any adjustments if shortlisted for interview. We also make reasonable adjustments on the job, where required.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. Intersectionality is important to us and we particularly welcome applications from ethnically diverse communities, LGBTQIA+ candidates and disabled candidates because we are committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants who meet the minimum criteria for the role, and will reimburse your travel cost if you attend an interview.

*Ordinarily Family Action appoints new starters at the starting point of the salary scale (with subsequent annual pay progression), unless you have experience that would justify appointment further up the salary scale or there are any other exceptional reasons.



To Apply:

- **Complete:** the [Application Form](#) and send to: completed.application29@family-action.org.uk
- **Closing Date:** Sunday 13th October 2024 at 9am
- **To learn more about Family Action:** [Recruitment Pack](#)
- **To learn more about our terms & conditions:** [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to diversity and promoting equal opportunities:** complete our anonymous [Equality & Diversity Monitoring Information survey](#)

For direct queries or if you would like to discuss any aspect of the selection process or flexible working requests, please email: charlotte.evans@family-action.org.uk