

Job Description

JOB TITLE:	Area Manager - London
RESPONSIBLE TO:	Regional Operations Manager
LOCATION:	Based across London services
REVISION DATE:	5 June 2024

1. BACKGROUND:

Servol Community Services is an established charity which provides high quality accommodation and support for adults living with enduring mental health conditions. Our purpose is to help people on their journey to mental wellness, purpose, and independence.

As an organisation we are continually improving encouraging our teams to succeed and always looking for new ways we can help those we support to reach their goals. Our approach is collaborative, with individuals reassured they are a genuine partner in their own care and recovery.

2. ORGANISATIONAL VALUES:

At the heart of everything Servol does are our core values:

- Caring
- Respectful
- Continuously improving
- Welcoming

3. JOB PURPOSE:

We are looking for an experienced Area Manager to direct the operational care standard and continuous improvement of our services.

Leading our supported living service and managing three direct line reports our Area Manager will need to be able to evidence a strong background in managing accommodation services.

You will inspire your team to create a culture of excellent customer service and will work closely with your team to ensure that the service delivers on all targets, both financial and those around the quality of the service.

This role will include some evenings, weekends and bank holidays as required.

4. RESPONSIBILITIES:

What you'll do:

1. Lead, manage, your team to deliver outstanding care services. Setting and encouraging high standards of performance and demonstrating a commitment to good practice and continual improvement in all areas of the organisation's operations.
2. Inspire your team to create a culture of excellent customer service. Fostering positive relationships with service users, their families, and other stakeholders.
3. Work with your team to ensure that all reporting is completed in a timely manner. Monitoring and improving service quality through regular audits and performance reviews.
4. Ensure adherence to all policy and contractual requirements for the management of risk including safeguarding, incidents, and complaints handling.
5. Proactively participate in policy development and service delivery improvements. Working with the Regional Operations Manager to develop and implement strategic plans to enhance service delivery and achieve business objectives.
6. Grow local partnerships and networks to enhance service delivery and raise the Servol profile.
7. Work with the Regional Operations Manager to identify local funding opportunities, developing bids to enhance business development and growth.
8. Ensure all relevant statutory, regulatory, and professional standards are met in relation to policies, processes, and procedures, particularly in respect of governance and employment legislation and IT functions.
9. Participate in the delivery of awareness sessions on a range of topics for all staff.
10. Work flexibly across the services and deliver an out of hours on-call service. Ability to travel as our Head Office is West Midlands based.
11. Carry out other tasks as relevant to the service and directed by the Regional Operations Manager.

5 - Person specification (knowledge, experience, skills, and attributes needed for the Job)

Area	Details	Essential	Desirable	Assessment
Qualifications	Level 4 or equivalent in Health and Social Care or related subject.	X	Level 5 or equivalent in Health and Social Care or related subject	AF
	Qualification in Line Management or demonstrable experience	X		

Experience	<p>Able to demonstrate a robust understanding of housing management policy, process, and legislation.</p> <p>Excellent leadership and people management skills.</p> <p>Strong knowledge of regulatory and legislative requirements in social care.</p> <p>Demonstrable understanding of financial management</p> <p>Experience of service monitoring and reporting. Including the ability to analyse data and make informed decisions.</p> <p>Experience and knowledge of voluntary and statutory agencies, particularly in the criminal justice, health, and social care sector</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>		Application, Interview and Assessment
Knowledge and Skills	<p>External verbal and written communication skills</p> <p>Proactive and innovative manager able to secure high levels of performance from colleagues, and the ability to manage difficult conversations.</p> <p>Good level of IT literacy, including proficiency in Microsoft Office software (Word/Excel) and the ability to learn to use other digital platforms and software.</p> <p>Ability to demonstrate dignity and respect for adult's care and support needs</p> <p>Ability to demonstrate a strong understanding of risk management and safeguarding.</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>		Application, Interview and Assessment

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Section 6 – Additional Information and Requirements

- Able to demonstrate a values-driven approach that matches Servol's organisational values.
- Proactive and self-motivated, able to manage a demanding workload balancing the physical and mental demands of the role.
- Able to travel, and willing to work outside of core hours when needed as our services are operational 24 hours a day 365 days a year.
- Confidentiality
- Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
- Equality, diversity, and inclusion. Ensure all duties are carried out in a manner which promotes Servol's equality, diversity, and inclusion policies.
- Health & safety, promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
- Safeguarding. Servol are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. DBS checks will be required.
- Digital skills. Competently utilise technology to perform the role.

This job description serves to illustrate the type and scope of what is required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job, or the level of responsibility entailed.