



Job Title: Charity Services Manager

Responsible to: Trustee Board

Purpose of the Post: Accountable for the delivery of quality client services; focussing on driving improvements to support service excellence. To provide strategic leadership and day-to-day management of our operation functions; this includes, building safety and compliance, repairs and maintenance and specialist support services.

Key Accountabilities;

Strategic input

- Provide strategic leadership to the organisation and contribute to developing and delivering the vision, strategy, businesses plans, policies and objectives of Somewhere To Go
- Lead on the development, planning, and delivery of organisational strategy regarding client services.
- Develop and monitor client services KPI's and investigate any issues arising, reporting to the Board as appropriate.

Client Services

- Monitor the provision of client support, ensuring that everyone who accesses our services experiences a great quality service.
- Ensure clients are consistently involved and consulted and, where appropriate, their feedback is being incorporated into service delivery.
- Ensure that levels of client satisfaction are high and, where they are not, investigate and resolve issues of dissatisfaction.
- Ensure that client outcomes are met, and where they are not, investigate and resolve issues of under-performance.

- Ensure a robust approach to client support services, to include effective processes and controls around engagement, assessment, support planning, action/interventions, move-on/outcomes, as appropriate.
- Ensure that the organisations adult safeguarding procedures are robustly implemented
- To manage, supervise and co-ordinate the activities of Somewhere To Go on a daily basis including planning, delivering and supervising that team and your own casework.

Leadership

- Provide a coaching style of leadership, which empowers and encourages high performance, collaboration and creativity.
- Lead effective management of client services, ensuring that services are contractually compliant, deliver excellent outcomes, are safe and put clients at the heart of local operations.
- Lead on mobilising and implementing new service level agreements and services ensuring that our culture and values are embedded across all areas of operations.
- Show visible leadership across the whole of the organisation's operations to ensure a well understood vision and one-team culture.
- Manage and participate in the training and upskilling of staff
- To act as the organisations primary contact and represent Somewhere To Go in relevant meetings with stakeholders and funders.
- Participate in the recruitment of staff in accordance with the organisation's recruitment and selection procedures.

Compliance and control

- Deliver compliant and safe services in relation to people, buildings and performance.
- Lead on developing and reviewing operational policies and procedures in line with organisational time frames.
- Proactively identify risks within operations and work with managers to mitigate these effectively.
- Ensure compliance with key policy and procedure in areas such as safeguarding, health and safety, equalities and diversity, data protection, code of conduct and all other statutory requirements.
- Ensure compliance with all external regulatory and contractual responsibilities; provide timely information on activity and achievements to identified stakeholders and ensure action is taken to address areas of concern.

Financial Management

- Lead on the development of Somewhere To Go financial strategy and business plan.
- Review reports on the expenditure of operational services on a monthly basis.
Ensure all managed budgets, costs and expenditure are in line with our objectives and policies.
- Identify funding opportunities and undertake grant and bid writing applications in consultation with the Board.
- Monitor and manage all related source and organisation expenditure to ensure that budgets are achieved
- Oversee the appropriation of all monies to the organisation and ensure that all income and expenditure is accounted for in accordance with the financial policies and procedures as determined with the Board and in consultation with the Board Treasurer.

Performance management

- Provide line management to direct reports, set clear expectations, coach, support and develop and hold them accountable for the performance of their operational areas.
- Champion staff well-being and create an environment where people want to come to work and know that their contribution is important and valued.
- Lead a strong performance culture and commitment to excellence with a focus on providing high quality specialist services.

Stakeholder Management

- Maintain and develop effective professional networks with partner agencies.
- Maintain and develop excellent internal management relationships with all other Somewhere To Go staff, to improve organisational performance.
- Support new business opportunities across operations and ensure effective and timely implementation of new services and service level agreements.

Person Specification

Knowledge, Skills, Abilities and Experience

- Minimum 3yrs management experience
- Strategic thinker, with experience at manager level and a background of work within the sector.
- Professional, driven, with excellent communication skills.

- Experience of management of services and people.
- Experience of leading, managing, developing and empowering staff at all levels in a changing environment.
- Ability to work with IT based records, produce reports, analyse budgets and monitor KPI's.
- Ability to work with clients and staff to gain insight on how to quality assure and develop services.
- Experience of implementing new services.
- Knowledge and experience of working in partnership with internal and external stakeholders to deliver improved services and performance.
- Knowledge of delivering services which are strengths based, trauma informed and create psychologically informed environments.
- Experience of grant applications/bid writing
- Commitment to the values, goals, and ambitions of Somewhere To Go.

This list is not exhaustive and only highlights key areas and tasks associated with the post. It cannot be proscriptive, and it is a requirement of this position that there exist high levels of flexibility and responsiveness to the changing needs of the organisational and service demands.

The post-holder shall be required to positively respond to such demands and ensure that the commitment, innovation, flexibility and services remain paramount.

Because of the nature of this position, you will be required at times to work away from your normal base to other areas of the organisation. It is expected that you will be required to work outside normal office hours. In addition, the post-holder will be expected to provide emergency on call cover including during weekends and overnight hours.

Salary & Benefits

- Contracted hours will normally be 37.5hrs per week.
- Holidays would be 22 days per annum, rising to 27 after 5 years service.
- Current annual salary is £32,000 - £34,000 subject to qualifications and experience
- Salaries after a period of 2 years will be reviewed annually