

# Gaddum



**Job Description:** Coproduction Service Manager

**Job Title:** Coproduction Service Manager

**Accountable to:** Chief Executive Officer

**Reporting to:** Head of Operations

**Salary:** £33,960 per annum

**Hours:** 35 Hours (with flexible working required to suit the needs of the role)

**Location:** Green Fish Resource Centre, 46-50 Oldham Street, Manchester.  
M4 5LE

## **Context**

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can not only build resilience, but identify further risks, providing preventive support now and in the future.

At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities. Our aim is to empower and enhance the lives of the people we exist to support.

## **Community Mental Health Transformation**

Community Mental Health Transformation is part of a long-term plan to improve mental health services. Greater Manchester ICB and system partners have fully committed to coproducing the Mental Health, Learning Disability and Autism (MHLDA) Quality Transformation, a three-year plan to localise and realign mental health inpatient provision.

As an organisation, Gaddum has been appointed to facilitate working age adult lived experience as part of this transformation programme.

## **Job Summary**

The Coproduction Service Manager is responsible for the operational leadership of coproduction, involvement and engagement. This includes managing service delivery, developing new opportunities for lived experience engagement, and ensuring optimal beneficiary outcomes across Greater Manchester, in true partnership with people with lived and living experience. The postholder will work alongside key system partners.

# Gaddum



## **Main Duties and Responsibilities**

### **Strategic Service Management:**

- Lead the day-to-day management, development, and promotion of key services, ensuring effective support to clients in all service areas.
- Align services with Gaddum's strategic objectives, adhering to contract specifications at the local, regional, and national levels.
- Champion coproduction and facilitate lived experience with the GM ICB to support and drive mental health system improvements.
- Ensure compliance with Gaddum's Service Operating Procedures (SOPs), supporting periodic senior management reviews.
- Provide HR, staffing, and Health & Safety support for the team, ensuring effective workforce management.
- Lead on Quality Assurance and Governance, particularly where NHS contract governance is involved.
- Manage data and information systems to ensure accurate and timely reporting.

### **Operational Management:**

- Report regularly to the Head of Operations, advising on supervision, service delivery, quality assurance, and risk management.
- Lead, manage, and supervise staff teams to ensure robust governance and high-quality client outcomes.
- Work with the PR and Communications Officer to maintain updated and relevant information for Coproduction, including promotional materials and social media content.
- Conduct regular team meetings, maintaining open communication across staff and services.
- Collaborate with other service managers to foster professional leadership and maintain impeccable standards across all Gaddum services.

### **Contract Monitoring & Compliance:**

- Ensure internal audit and monitoring systems meet commissioner requirements.
- Maintain strong relationships with commissioners, referrers, service providers, and statutory / voluntary sector partners.
- Interpret national and regional policies into actionable best practices for Gaddum.

### **Service Development:**

- Identify new opportunities to develop services in partnership with the Senior Leadership Team.
- Contribute to tender submissions, funding applications, and grant reporting for engagement services.
- Continuously monitor and evaluate service provision, implementing changes to improve outcomes and efficiency.
- Participate in end-of-project reporting, grant interviews, and funding-related events.

# Gaddum

...

## **Finance, HR, and Health & Safety:**

- Monitor budgets, expenditures, and funding awards, ensuring the effective use of resources.
- Manage staff appraisals, personal development plans (PDPs), and recruitment processes in collaboration with the Assistant Head of Operations.
- Ensure compliance with health and safety legislation, carrying out regular risk assessments for the services.

## **Organisational Responsibilities:**

- Actively engage in personal and professional development, using supervision and appraisal processes to enhance skills.
- Promote equality, diversity, and inclusion in all areas of work, ensuring services are accessible and integrated.
- Provide cover and support across other Gaddum services as needed.
- Represent Gaddum at external events, meetings, and working groups, championing the full range of Gaddum's services.
- Maintain a flexible approach to working hours to accommodate the needs of the role and organisational priorities.

## **Other Duties and Responsibilities**

- The post holder will be required to undertake other tasks as reasonably directed by the Senior Management Team, which will usually be commensurate with the skills and experience of the post-holder.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job on the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum policies and procedures. This role is subject to Basic DBS Check.

# Gaddum

...

## Person Specification – Lived Experience Coordinator

Criteria	Essential	Desirable	Assessed
<p><b>Qualifications &amp; Training</b></p>	<p>Maths and English GCSE at grades C or above (or equivalent qualification).</p> <p>Hold a relevant professional qualification or equivalent relevant experience in the field of coproduction, involvement or engagement.</p> <p>Demonstrable experience of applying equity and diversity principles in the workplace.</p> <p>Skilled in delivering training and other information to professionals, beneficiaries, and their communities.</p> <p>Understanding of the issues around access &amp; barriers to mental health services.</p>	<p>Evidence of continuous professional development (CPD).</p>	<p><b>Application &amp; Interview</b></p>
<p><b>Knowledge &amp; Experience</b></p>	<p>Knowledge and understanding of coproduction principles and practice of service user involvement.</p> <p>Experience of advocating on behalf of citizens.</p> <p>Experience of external accountability for service provision directly to commissioners.</p> <p>Demonstrable commitments to high professional and quality standards.</p>	<p>Experience of providing unpaid care, experiencing mental or emotional ill health and / or of accessing health or social care support service in the past.</p> <p>A good knowledge of agencies, organisations and professionals with a Greater Manchester remit.</p>	<p><b>Application &amp; Interview</b></p>

# Gaddum

...

	<p>Experience of undertaking risk assessments.</p> <p>Experience of completing monitoring reports.</p> <p>Experience of managing budgets.</p> <p>Experience of delivering complex information to external stakeholders.</p> <p>Experience of implementing safeguarding processes and procedures.</p> <p>Good understanding of the structure of community care, health and voluntary sector.</p>	<p>Experience of providing support to vulnerable individuals.</p> <p>Knowledge / experience of working in voluntary and community sector.</p>	
<p><b>Skills &amp; Abilities</b></p>	<p>Self-motivated and project management focus to solving complex issues with competing stakeholders and priorities.</p> <p>Ability to negotiate, influence and solve problems effectively and diplomatically.</p> <p>Excellent oral, written and communication skills with ability to draft and present reports to an acceptable standard in a short space of time.</p> <p>IT literate including proficiency across the Microsoft Office platform.</p> <p>Strong attention to detail and highly organised approach to work.</p> <p>Ability to manage concurrent deliverables and work under pressure on a daily basis, managing competing priorities.</p>	<p>Experience of presenting information in a variety of formats for different audiences.</p> <p>Ability to create and deliver presentations to professionals.</p> <p>History of leading by example and inspiring others to do the same.</p>	<p><b>Application &amp; Interview</b></p>

# Gaddum

...

	<p>Demonstrable ability to build partnerships for strategic benefit of the organisation.</p> <p>Proven ability to deliver presentations to internal and external stakeholder.</p>		
<b>Attitudes &amp; Values</b>	<p>A passion for coproduction, with solid principles of coproduction as part of all aspects of work.</p> <p>A commitment to equity and diversity.</p> <p>A commitment to Gaddum values.</p> <p>Flexible and positive work ethic.</p> <p>The post holder must display integrity, honesty and good judgement.</p>	<p>Knowledge of Gaddum and its services.</p>	<b>Application &amp; Interview</b>
<b>Others</b>	<p>Ability to travel independently and work in a hybrid approach across multiple offices.</p> <p>Prepared to travel regionally or nationally in role (with prior notice).</p> <p>A flexible &amp; positive work ethic including an approach to balancing working hours based on dynamic needs of the role.</p>	<p>Ability, with advance notice, to working evenings &amp; weekends if required by the organisation.</p>	<b>Application &amp; Interview</b>