

Job Description

Job Title:	Service Delivery Manager
Location:	Hybrid: Based at St Mary's Hospital, Paddington, and Queen Charlotte's Hospital, Hammersmith, with some home working
Reports to:	Deputy Chief Executive
Salary:	£36,000 per annum
Hours:	35 hours per week
Job Type:	Permanent
Annual Leave:	27 days plus bank holidays (plus office shuts between Christmas & New Year)

The Role

This newly created role will be pivotal in liaising between Cosmic and NHS units across both hospital sites, managing service delivery projects, campaigns, and fostering continuous engagement. The postholder will also lead and manage our new Post-Discharge Support campaign, coordinating efforts between families, the NHS family liaison team, and counsellors. Additionally, the role will involve monitoring and evaluating the outcomes of service delivery projects, focusing on the experiences and impact on NHS staff and families supported by Cosmic, while assessing costs to ensure efficiency and value for money.

Unit Engagement & Mobilisation

- Build relationships with staff and stakeholders across the PICU and NICUs to raise awareness of the charity, giving unit staff and volunteers the confidence to discuss Cosmic with patients, families, and the trust.
- Leverage new and existing relationships within the units and wider network to develop compelling projects with the SMT aimed at improving support for patients, families, and staff.
- Collaborate and build end-to-end processes with clinical teams to continually assess how and if Cosmic can support their work, ranging from identifying equipment that needs funding to staff training and improving facilities. Maintain an up to date "shopping list" of items and projects across the units that require funding.
- Develop and deliver a range of engagement events and activities to educate and engage NHS staff about Cosmic
- Attend regular meetings across the hospital sites as the Cosmic's representative, providing feedback to the SMT on any project or unit activity.
- Ensure charity branding and communications are consistently present across the sites, coordinating with the Events and Communications Executive when needed.
- Support clinical teams with key events such as Mother's Day, Father's Day, birthdays, and Valentine's Day, assisting in organising activities and addressing family needs as they arise.
- Collaborate with Family Liaison teams across both units to gather feedback from past families and participate in related sessions.

Health, Fundraising & Engagement Campaigns

- Be responsible for day-to-day management of health & fundraising campaigns on the units, through multiple channels including merchandise, promotional material, direct mail, face to face and digital. These include campaigns such as Kangaroo Care Week, and World Prematurity Day.

- Create, promote and mobilise staff on our units to deliver a yearly schedule of health and fundraising campaigns. Work with staff to develop new and existing campaigns; creating and implementing the plans as appropriate.
- Ensure all activity is carried out on time, within budgets and deadlines, and to agreed standards. This includes monitoring campaign budgets and targets and updating the SMT on any issues or variances versus agreed objectives.
- To keep abreast of any key or newsworthy/trending national developments and topics relating to PICU & NICU care and the NHS and develop campaigns as appropriate.
- Input into monthly income and expenditure forecasting and the quarterly Trustee reports.

Post Discharge Support Service Delivery

- Create and implement a program for providing counselling post-discharge.
- Identify and implement a plan to secure the necessary resources to deliver services, such as recruiting new counsellors for post-discharge support.
- Develop, in partnership with the units, service delivery models that include tracking referrals, services provided, and their impact.
- Ensure that service delivery models are safe and secure.
- Develop project budgets with the CEO, monitoring and evaluating them to ensure projects are delivered on budget.
- Work with the CEO on any funding negotiations with the Trust.
- Support NHS teams in advancing Cosmic-supported projects within the wider NHS Trust.
- Represent Cosmic within the wider Trust business management teams.
- Work closely with the DCEO to provide information to funders or for appeals and proposals to secure necessary project funding.
- Seek external professional pro bono advice on projects and new service proposals to test ideas and parameters.
- Set KPIs for each of the new projects, ensuring we can report back to funders.
- Liaise with Unit management and NHS business management to drive projects forward.
- Solve any issues that arise, seeking senior Cosmic support when needed.
- Be responsible for tracking projects to provide updates to funders.
- Oversee ongoing evaluation and development of the service to ensure it meets targets and desired outcomes.
- Work with our supporters and past patients and families in the development of projects and services.

Data Analysis, Impact Assessment and Outcomes Monitoring

- Develop and implement data metrics and gathering points to measure and analyse the impact of Cosmic's services, supporting outcomes reporting and strategic decision-making.
- Utilise strong IT skills for database modelling and data interpretation, ensuring timely data capture in collaboration with clinical staff to enhance service delivery and promote awareness.
- Monitor and report on the impact of Cosmic's work to support funding efforts and improve overall effectiveness.

Person Specification

- Strong project management skills, with experience in maintaining stakeholder engagement, including reporting to funders, and strengths in problem solving, methodology development, and coalition building.

- Proven experience in creating data metrics to measure program impact, supporting both service improvement and external reporting requirements.
- Ability to liaise with clinical staff for timely data collection and to manage the interpretation of complex data, supporting strategic decision-making.
- Understanding of the development of end-to-end processes, from identifying areas that need funding or specific requirements, prioritising projects, managing their delivery, and creating reports to evaluate their success.
- The role requires external networking and promotion, as well as teamwork, supervision, and motivation.
- The candidate must bring an authoritative and professional manner to interactions with the units and the team.
- Confidence and ability to make difficult decisions or tackle complex problems, and effectively communicate those decisions to teams.
- Experience with project management software and its principles.
- Experience in creating, developing, and delivering services.

General

- To help with any other activities or tasks outside of your role as required from time to time.
- To build relationships across Cosmic, our units, the NHS and key stakeholders to identify opportunities.
- To keep abreast of fundraising sector trends and how they can be applied to our work.
- To undertake any other tasks commensurate with the role. The charity operates a TOIL policy.
- Support the PICU/NICU with any day to day needs they may have such as celebrating birthdays, helping to organise activities or materials or assist with family needs should they arise.