

## HCCN Service Delivery Manager - Role Description

<b>About HCCN</b>	HCCN comprises of the Hunts Community Cancer Nursing team working in partnership with (Hunts Community Cancer Network) HCCN the charity, providing community-based care for people in the Huntingdonshire area who are living with or beyond a cancer diagnosis. HCCN the charity operates as a fully constituted membership charity registered with the Charities Commission.
<b>What we do</b>	<p>HCCN is a charity that supports people from being diagnosed with cancer, receiving treatment and beyond. Our shared goal is to help people back to independence with a renewed sense of self-esteem - "Living your best life-despite cancer".</p> <p>Our vision is to normalise the experience of cancer by providing a place where people can go, as and when they need to, to access therapy, learning and social interaction.</p>
<b>Role Title</b>	HCCN Service Delivery Manager
<b>Reporting to</b>	HCCN Operations Manager
<b>Responsible for</b>	<p>The key duties and responsibilities are:</p> <ul style="list-style-type: none"> <li>● managing our portfolio of programmes and activities on a day to day basis, ensuring all activities deliver according to scope, schedule, budget and quality standards</li> <li>● supervising and motivating the contractors who act as activity leaders</li> <li>● engaging with and motivating the volunteers who support activity leaders</li> <li>● ensuring compliance with all relevant processes, requirements and standards</li> <li>● ensuring the charity continues to respond to the needs of the people we work with</li> <li>● providing data and information about the impact of the activities and our return on investment</li> <li>● managing the data relating to the people we help ensuring it is current and GDPR compliant</li> </ul>
<b>Working pattern</b>	<p>The time commitment is 15 hours per week at the rate of £20 per hour.</p> <p>Working from home and virtually, with in person visits to Bradbury House two Fridays per month, and travel across Huntingdonshire. The nature of this role will require flexibility to meet work needs as they arise.</p>
<b>Overview of the position</b>	<p>This role is at the heart of the charity, managing delivery of existing services while developing new and innovative activities to help people back to independence with a renewed sense of self-esteem - "Living your best life-despite cancer".</p> <p>You will act with integrity and respect. We need you to be confident, proactive, to seek out and listen to what people are doing and want to do.</p>

	<p>You need to be organised - with an eye for detail – creative, responding positively to what you hear, being innovative as you develop and test ideas for new services and activities, and be resourceful, thinking outside the box and gaining support – people and money – to deliver locally to meet agreed outcomes in the areas of emotional wellbeing, physical activity and nutrition.</p> <p>You need to know and care about people with cancer and the issues that affect them.</p> <p>You will understand budgets and the essential financial constraints to ensure sustainability.</p>
<p><b>Key tasks</b></p>	<p><b>People management</b></p> <ul style="list-style-type: none"> <li>• Provide our contractors and volunteers with clear direction and good supervision</li> <li>• Manage the recruitment of contractors and volunteers, ensuring that HCCN recruitment policies are followed</li> <li>• Be the main contact for the people we help and external bodies that may contact us.</li> </ul> <p><b>Financial management</b></p> <ul style="list-style-type: none"> <li>• Manage the finances relating to the areas of work under direct management; ensure good financial planning, delivery within agreed financial budgets and minimising financial risk</li> <li>• Manage grant agreements to ensure all performance and reporting requirements are met and that specific projects fulfil their aims and deliver agreed outcomes</li> </ul> <p><b>Reporting</b></p> <ul style="list-style-type: none"> <li>• Monitor and report in a timely and accurate manner, demonstrating how targets have been met and highlighting any issues that are significant</li> <li>• Monitor and evaluate the quality and impact of the services and activities we deliver to ensure they are cost effective and deliver value for money, including providing written reports</li> </ul> <p><b>Service development</b></p> <ul style="list-style-type: none"> <li>• Identify opportunities for service developments in line with the charity’s business plan, the strategy of the Integrated Care Board, and in positive response to the needs of people with cancer</li> <li>• Test and manage implementation of new services / activities as agreed along with all required processes</li> <li>• Develop, test and deliver services and activities wherever beneficial through informal collaborations or formal partnership with a range of organisations as appropriate</li> </ul>

	<ul style="list-style-type: none"> <li>• Procure adequate resources to achieve project objectives in planned timeframes</li> </ul> <p><b>Compliance, Policies and Procedures</b></p> <ul style="list-style-type: none"> <li>• Ensure that all necessary procedures and administrative systems are in place to support effective and efficient working and ensure all policies and procedures are understood and complied with by volunteers and suppliers</li> <li>• Be informed and fully aware in the core activities related to ensuring a safe working environment for all, including: Health and Safety, Confidentiality, Information Governance, Safeguarding, Home Working</li> </ul>
<p><b>Skills &amp; Abilities</b></p>	<p>Able to operate successfully on-time, on-schedule and within budget</p> <p>Experience drafting budget proposals and able to manage within budget</p> <p>Proven experience negotiating venue and contractor contracts</p> <p>Able to motivate and manage people</p> <p>Able to build and maintain relationships to establish credibility, solve problems, build consensus and achieve objectives</p> <p>Able to work both independently and and collaboratively, with minimal supervision</p> <p>Self-motivated, decisive, with the ability to adapt to change and competing demands</p> <p>Organised and able to pay attention to detail when managing several projects at a time.</p>
<p><b>Education &amp; experience</b></p>	<ul style="list-style-type: none"> <li>• Educated to GCSE standard including Grade C or above in Maths and English</li> <li>• Competent use of Microsoft 365; Word, Excel, PowerPoint and Outlook</li> <li>• Knowledge and understanding of the General Data Protection Regulation (GDPR)</li> <li>• Experience of working with a wide variety of partners to build productive relationships</li> <li>• Supportive of a diverse and inclusive work environment</li> </ul>