Service Delivery Manager

Recruitment Pack

Welcome to Spoons

Thank you for your interest in working with us.

Our vision is that all families in Greater Manchester who experience neonatal care are supported throughout their whole journey

Values

Neonatal lived experience
Neonatal lived experience informs and guides everything we say and do, at every level

Empathy
We support each other with empathy and knowledge that comes from having had personal neonatal experience, with awareness of the unique experience of each neonatal family

Community
We connect families with neonatal experiences to create a wider neonatal community

Collaboration
We collaborate with neonatal families and healthcare colleagues to enable everyone's unique skills, knowledge and experiences to enhance neonatal care

Principles

Our services are:

- Holistic for all aspects of a family's neonatal journey
- Responsive to individual needs
- Inclusive of families from all backgrounds

What makes us unique
Diverse range of lived neonatal experiences

Supporting Families
Due to our own personal experiences of neonatal care we understand and empathise with families who find themselves in similar circumstances. Our primary focus is on supporting the whole family, practically and emotionally from admission to the neonatal unit and beyond, working collaboratively with our NHS colleagues and other services.

We offer a range of services to families which includes:

- Lived experience peer support networks and volunteering opportunities
- Dedicated support from our family support team
- Trauma therapy and counselling
- Online support networks
- Community play sessions for babies and children
- Community support groups
- Advocating for parents to lead on their baby's care

It is important to us that we communicate effectively and engage meaningfully, sensitively and positively with our families, staff, partners and volunteers.

For more information about Spoons and our work visit https://spoons.org.uk/

Key Information

Job Title:	Service Delivery Manager
Reports to:	Chief Executive Officer
Direct reports:	Family Support Coordinators, Community Group Coordinator and Service Support Coordinator
Place of work:	Hybrid working, with the ability to travel across Greater Manchester
Salary:	£40,000 per annum (FTE)
Hours of Work	37.5 per week
Contract:	12 months fixed term
Benefits:	28 days holiday plus bank holidays plus Christmas closure (pro rata to your working hours) Work laptop and mobile phone Training and development opportunities
To apply:	To apply for this role please visit: https://spoons.livevacancies.co.uk/ If you have any questions about the role or about Spoons please email care@spoons.org.uk. We want all candidates to shine in this process – please let hr@bluestonehr.co.uk know if there's anything we can do to make sure the application process works for you.
Closing date and interviews:	Closing date for applications: Wednesday 18th November 2026 at midnight Interviews: Wednesday 2nd December 2026
Key Details:	Enhanced DBS required By applying for this role, you are stating that you are eligible to work in the UK. Spoons is unable to apply for a Certificate of Sponsorship for this role.

	Spoons is committed to being a fair and inclusive employer. We welcome applications from all backgrounds and appoint on merit.

Job Description

The Service Delivery Manager will lead the day-to-day running of Spoons services, making sure families receive safe, compassionate, high-quality support throughout their neonatal journey. Working closely with the CEO, the postholder will manage and develop the service team, drive continuous improvement, oversee quality, safeguarding and compliance, and help Spoons grow in a way that's sustainable.

What you'll do:

Service Leadership

- Lead the day-to-day delivery of Spoons services
- Oversee the administrative and operational systems that support service delivery, ensuring they are effective, compliant and fit for purpose
- Oversee Spoons volunteer and peer support programmes, making sure volunteers are well trained, supported and integrated across services, and that volunteer systems and processes work effectively
- Ensure services are safe, effective, responsive and aligned with Spoons values
- Provide operational leadership across the organisation, supporting staff delivering high quality services
- Ensure appropriate operational leadership and service cover arrangements are in place to maintain continuity across Spoons services
- Support the development of new services in line with organisational priorities

Service Development

- Lead continuous improvement across all services, monitoring performance and identifying opportunities for development
- Review services using feedback, outcomes and learning to inform service improvement
- Work closely with staff, volunteers and families to understand their experiences and identify opportunities to improve support
- Ensure staff, volunteer and service support resources are effectively planned to meet the needs of families and services

- Collect, analyse and present service data, feedback and learning to inform decision-making and future planning
- Work with the CEO to ensure services remain sustainable, responsive and aligned with organisational priorities

Quality, Safeguarding and Compliance

- Act as the operational safeguarding lead and escalate safeguarding concerns
- Identify and manage operational risk across Spoons services, making sure risk assessments are kept up to date and escalating significant risks and emerging issues to the CEO
- Ensure all service delivery activity complies with GDPR, data protection legislation and Spoons information governance policies
- Lead on the day-to-day management of health and safety across Spoons services, ensuring safe working practices, risk assessments and compliance with relevant policies and procedures
- Support the review and development of operational policies
- Monitor operational budgets and authorise expenditure within agreed limits

Projects and Partnerships

- Coordinate the operational delivery of funded projects and contracts
- Develop and maintain effective operational relationships with NHS Trusts, partner organisations and community stakeholders
- Represent Spoons at operational meetings and forums as agreed with the CEO
- Gather feedback and insight from partners to inform service development and improvement
- Support the delivery of neonatal voice and Maternity and Neonatal Voices Partnership activity where appropriate

Leadership and Culture

People and Culture

- Line manage the Family Support Coordinators, Community Group Coordinator and Service Support Coordinator, providing regular supervision, clear direction and support
- Ensure the right staffing and support are in place so staff and volunteers can deliver safe, compassionate, high-quality services
- Support staff wellbeing and development, and hold the team to account for performance

- Lead recruitment, induction and onboarding of service staff
- Build an inclusive, supportive and accountable team culture that encourages reflective practice, new ideas and continuous learning
- Promote and model the values and culture of Spoons
- Act as an ambassador for Spoons, representing the charity positively with families, volunteers, NHS partners and the wider community

Undertake other duties appropriate to the role and level of responsibility.

Person Specification

A successful candidate for this role would have the following skills and attributes:

Essential

- Experience of leading and managing services within the charity, health or community sector, ensuring effective day-to-day delivery and maintaining quality
- Proven experience of directly line managing staff, including supervision, performance management, staff development and supporting teams through change
- Experience of leading service development or quality improvement initiatives, using feedback, data and learning to improve service delivery
- Strong organisational and project management skills, with the ability to manage competing priorities, plan resources and meet deadlines
- Experience of monitoring operational budgets, managing resources and making financially informed decisions within agreed limits
- Experience of safeguarding, risk management and maintaining appropriate quality and compliance standards. Willingness to complete safeguarding training as required.
- Excellent communication and relationship-building skills, with the ability to provide clear direction, work collaboratively and build positive relationships with staff, volunteers and external partners
- Confidence in using IT systems and digital tools to manage information, maintain accurate records and support effective service delivery
- Working knowledge of health and safety and data protection responsibilities

Desirable

- Experience of working with NHS partners
- Experience of volunteer-led services or peer support programmes
- Lived experience of neonatal care or a strong understanding of its impact on families