
Job Title:	Senior Service Delivery (SD) Manager & DSL
Reports to:	Head of Service Delivery
Direct Reports:	Senior RSMs, Senior Coordinator, Safeguarding Officer
Location:	Shaw House, Oxford/Flexible working
Hours:	35 Hours per Week
Salary:	£55,000 (plus £2,500 Car Allowance)

RABI is the charity at the heart of farming, providing expert mental health and wellbeing support, as well as financial, emotional and practical help to farming people in England, Wales and Northern Ireland.

Key Purpose of the role:

This is a dual-purpose role with a major component being the organisational Designated Safeguarding Lead with primary responsibility for driving good practice and ensuring upskilling of staff, trustees, and volunteers to assess risk, identify, and report concerns. The DSL lead is also responsible for supporting the embedding of a safeguarding culture and development of all processes needed to support best practice throughout the organisation and associated external activities.

The other component is that of Senior SD Manager, a position with the day-to-day responsibility for ensuring the efficiencies, and responsive running of the service delivery team. The post holder will provide oversight to ensure the team are motivated, driven, appropriately supported and have all the tools and skills needed to execute their roles effectively.

The Senior SD Manager will also oversee the development, management and continuous improvement of all SD systems, processes, and procedures needed to ensure all existing and new support services run smoothly. The post holder will ensure SD is compliant in all areas, including those services provided by Third Party Partners, and be the CRM subject matter expert ensuring that new systems provide the data and information required and that it is analysed and communicated out internally to the Head of Service Delivery, plus other relevant Heads of Department, and externally as needed and in a timely manner.

The Senior SD Manager will have proven leadership skills and a passion for developing and supporting talent within the team. The post holder will work closely with the Head of Service Delivery to develop creative and robust long-term strategy and associated short term action plans, supporting execution of those plans by ensuring budgets, KPIs and organisational objectives are met. The Senior SD Manager will have a track record of delivering results whilst promoting a positive working environment both intra and inter departmentally – success of the post relies on this.

Key Relationships:

Internal: Director of Services, Director of Finance and Operations, Service Delivery Team; Fundraising Team; Business Development Team, Finance Team and Volunteering Team

External: External service providers, partners, statutory health & social care services

Key Responsibilities:

- RABI's subject matter expert leading on developing and establishing the organisation's approach to safeguarding and embedding best practice, policies and procedures within all areas of the organisation and volunteers.
- Ensure CPD around safeguarding is maintained across the organisation and volunteers that includes understanding of assessing risk, identifying and reporting safeguarding concerns.
- Oversee the safeguarding and case management system and audit process necessary to ensure best practice.
- Be the point of contact for any safeguarding escalation.
- Be the central point of contact for internal and external individuals and agencies regarding Safeguarding.
- Act as RABI's Designated Safeguarding Lead reporting directly to Head of Service Delivery, Director of Services and Committee.
- Provide clear, supportive and developmental line management to all line reports.
- Supervise progress on the implementation of CRM systems and processes.
- Ensure lessons learned and best practices are incorporated into existing and new service design.
- Be the Subject Matter Expert for Service Delivery in the CRM systems design and delivery.
- Oversee Third Party Partners to ensure deliverables and quality of service of SLAs are met.
- Act as the point of escalation for any service-related issue from SD team or Third Parties and refer onto Head of Services as and when needed.
- Produce regular reporting so that Head of Services and Director of Services has insight into service performance and trends.
- Maintain thoughtful, productive and supportive relationships with colleagues, respecting, reflecting and fostering our mission and core values at all times.
- Represent the organisation at external meetings or conferences related to safeguarding and SD.
- Be an ambassador for Service Delivery internally within RABI and with external organisations.
- Contribute to the strategic and operational growth of the charity, participating and collaborating with colleagues across the charity.
- Demonstrate commitment to Safeguarding, Equality and Diversity and Health and Safety promoting a safe and inclusive environment.
- Undertake any other responsibilities commensurate with the post which management representatives may require.

Person Specification:

Essential

- Experience of leading on Safeguarding and Prevent and the role of the DSL.
- Understand role and responsibilities of statutory agencies.
- Ability to recognise and define poor practice and abuse, including thresholds of abuse.
- Awareness of contextual safeguarding and current affairs that impact the welfare of children, young people and adults at risk, and ability to quickly recognise and respond to emerging issues relevant to rural communities.
- Review to ensure safer recruitment, and an understanding of its importance in preventing abuse within the context of RABI operations.
- Understand how to recognise and respond to allegations of abuse.
- Experience of oversight of rigorous impact evaluations within a third sector (or similar) organisation operating nationally.
- Experience of overseeing the rolling out and embedding of new systems, processes and procedures to remote workers and partner organisations.
- Excellent mentoring and management skills.

- Excellent systems-based thinker with experience of writing impact focused reports for senior management.
- Experience of engaging, influencing and sharing best practise with external partners and internal stakeholders.
- Excellent communication skills.
- Flexible, resilient and solution focussed.
- Excellent IT software skills and adapt to new systems and processes
- Full driving licence – Ability to travel across the UK

Desirable

- With 5 – 10 years management experience, including management of a remote and or multidisciplinary team
- Farming background or knowledge of the farming community
- Excellent knowledge of current sector trends in relation service provision in the context of the UK third sector

This role profile is not exhaustive and is subject to review in conjunction with the post holder according to future developments at RABI.

Early applications are encouraged for this position as shortlisting and interviews will take place on a rolling basis. We reserve the right to close this advertisement early if we receive a suitable application prior to the deadline.

RABI is proud to be an equal opportunity employer and aims to ensure that all employment practices secure equality of opportunity and that no prospective or current employee receives less than favourable treatment at RABI as a result of their sex, sexual orientation, age, race, religion, belief, ethnic origin, disability, marital, or for any other reason which cannot be shown to be justifiable. Our recruitment process strives to ensure that individuals are selected only based on their relevant skills, experience, qualifications and abilities.