

JOB DESCRIPTION

Service Manager

Days: Monday to Friday

Hours: 35 hours per week. Core hours 9am – 4.30pm
Evening work on occasion

Salary : £53,040

Based: Two borough sites

Hybrid working: Three days between two sites and up to two days working from home

Reporting to: Operations Director

Overall objective: to be responsible for managing the day to day operations for two of our IPS services.

The postholder will manage two IPS service sites from the following areas: Tower Hamlets, Newham, Barking and Dagenham, and Enfield. The final allocation of sites will be discussed with the successful candidate and agreed based on service needs, experience and working arrangements.

Managing team and stakeholder relationships, aligning operations standards to contractual commitments and WWT's strategy to deliver evidence-based outcomes for our clients. Be a collaborative and motivational leader, ensuring WWT services are recognised for delivery to agreed outcomes whilst maintaining a client led approach in these services.

General:

- Provide leadership oversight to ensure smooth operational running and trouble-shoot issues as they arise
- To lead on the services planning covering implementation and delivery, including identifying key health, employment and community agencies to support the success of the services in line with contract specifications and WWT plans
- To work with the Communications Lead and local teams to develop and implement an effective Communications Plan taking into account contract requirements
- Ensure that services are delivering to contractual outcomes, meet/exceed delivery timeframes and quality standards
- Work with project leads to continuously develop their project to meet changing or unmet client needs
- Work with project leads to develop both project and/or employees performance improvement plans when outcomes and targets fall below employees or project KPIs
- To work with other Operations Managers and the Operation Director to develop and implement cross service improvements and systems.
- To work jointly with the Finance Manager to support budget holders to ensure efficient and effective management of budgets

- Ensure adequate systems are in place throughout the services for purposes of accurate data collection including uploading to IPS Grow
- Complete contract monitoring requirements with support from team leads
- Represent WWT at contract performance meetings with funders
- Support staff wellbeing across the service by ensuring regular wellbeing check-ins and welfare conversations take place as part of supervision and one-to-one meetings. Provide guidance and support to Team Leads and Seniors in managing occupational health cases, helping to balance appropriate wellbeing support, reasonable adjustments and duty of care with performance expectations, attendance, caseload management and service delivery needs.
- Provide senior management cover in office locations where required, including supporting Team Leads to ensure appropriate on-site senior presence for safeguarding and risk management.

Clinical relationships:

- To lead on the integration plan implementation and delivery, including agreeing clinical co-location arrangements
- Develop strong working relationships with senior NHS leads
- Support Team Leads with appropriate escalation of clinical risks, safeguarding concerns and incidents
- Work with the NHS trust to facilitate trust wide IPS steering groups
- Work with NHS Performance Data team to ensure accurate data flow to MHSDS

Fidelity:

- To lead on fidelity across the services, supporting team leads and frontline staff to deliver high fidelity services
- To lead on quality improvement across services including using audits, reviews, client feedback and fidelity reviews
- To work with Team Leads to develop quality improvement plans for their service and track progress regularly
- Attend quarterly service review meetings with IPS Grow

Recruitment, onboarding and training

- To work with the HR Advisor to recruit, support and retain IPS Team Leads, to work with HR Advisor and Team Leads to recruit frontline Employment Specialists and support staff.
- To work with the HR Advisor and Team Leads to arrange appropriate training for teams and individuals.
- Ensure systems for employee and volunteer induction, supervision, appraisal and support are in place and implemented effectively and consistently across the services
- Develop and facilitate a continuous learning culture which encourages employees to develop new skills and experiences
- To ensure that all employees exercise their responsibilities regarding health and safety, risk assessment, safeguarding, wellbeing of clients and to deal appropriately with complaints
- Provide direct support and supervision to all project leads

Organisational:

- Support CEO with WWT's strategy development and business planning
- Report, review and analyse key performance indicators to inform future development of existing services
- Support Operations Director and CEO to ensure co-production is integrated in all services, recruitment and planning
- To act in accordance with WWT core values and agreed policies and procedures, and to foster adherence to those values, policies and procedures among all staff
- Work with Head Office team for org-wide operations including attending Head Office meetings and leading Senior Team meetings

Person Specification on next page

Person Specification

Operations Manager

This employee specification contains the essential and desirable criteria which candidates should possess in order to satisfy the performance requirements for this post.

	Essential	Desirable
Qualifications		• Post graduate degree
Skills & Abilities	• Negotiation and mentoring skills • Good writing skills • Strong organisational skills • Good IT skills including Word, Access, Excel and Internet • Able to use data/statistics in project delivery planning	
Personal Qualities	• Tact, diplomacy, patience, discretion on confidential matters, good sense of humour. Ability to build rapport. • Proactive • Ability to develop mutually collaborative relationships with providers, funders, clients and staff • Willingness to work occasional evenings when necessary • Ability to cope with complex and demanding workload • Ability to multi task	
Knowledge & Experience	• Experience of IPS or equivalent team leadership • Experience of performance management • Team management	• Management of multiple teams across boroughs • Understanding of IPS Grow System • Previous knowledge of

	• Monitoring and contract reporting • Experience of fidelity reviews • Fully conversant and committed to Equal Opportunities issues • Knowledge of existing legislation relevant to employment eg: Equality Act	mental health issues • Quality standards accreditation • Project development experience • Service development • Experience of managing budgets
Relationships	• Ability to work plan and managed own workload • Ability to work effectively with a wide range of individuals such as training providers, key workers • Ability to secure working partnerships with a wide range of organisations such as GP practices.	