Role:	Service Manager
Reports to:	Senior Operational Manager
Reports:	Deputy Service Manager / Service Coordinator
Budgetary accountability:	Project budget as necessary
Budgetary influence:	Based on project remit

Job Purpose

To be accountable for the safe, effective and personalised running of one or more projects which may include 24-hour 7 day a week projects, in line with Milestones Trust's values. Leading the team to ensure all compliance and management responsibilities are met through alignment with the organisation's strategic direction. Ensuring that high quality services are provided to the people supported, within the context of effective business and financial management.

Accountabilities

1. To work under the leadership of the Senior Operational Manager to ensure that service provision is delivered within resources in a safe and personalised way.

2. To facilitate participation of the people we support in the design and running of the service they receive.

3. To lead the team with enthusiasm and professionalism, being an excellent role model and demonstrating the value of personal authenticity and taking responsibility for actions.

4. To oversee the recruitment and selection of team members, participating directly when recruiting the immediate team, and in other recruitment as required.

5. To hold relevant CQC registration for projects and individuals as appropriate.

6. To maintain accurate information on service vacancies against budget, ensuring a timely response to potential referrals, either personally or through delegation.

7. To ensure that foreseeable risks for the people we support are assessed and addressed with necessary safeguards put in place and adhered to. To assist and enable the people we support, and staff to recognise and avoid the potential for any form of abuse and to know what to do should it occur.

8. To ensure that the Trust's systems, processes and policies and procedures are implemented and that adequate records, are maintained.

9. To participate in the budget setting process, and to hold accountability for the effective financial management of services within their remit, attending regular budget meetings and monitoring financial performance against budget and ensuring that follow-up or remedial actions are carried out promptly.

10. To oversee staffing levels for the projects, ensuring that sufficient staff with the appropriate skills are identified as part of budget setting and to monitor their deployment through oversight of the

rostering system and exercising authority to sign off agency usage as delegated by the Senior Operational Manager.

11. To participate in the on-call rota, as agreed with the Senior Operational Manager. The on-call manager is required to provide advice and support to other registered / non-registered services out of office hours.

12. To participate in central and local induction for new staff, ensuring that appropriate support is provided to enable staff to meet probationary objectives (e.g. care certificate).

13. To carry out people management responsibilities for directly managed staff, including conducting 1:1's, providing coaching and support, and taking any required action under the Trust's policies, as necessary.

14. To ensure that staff management is carried out by direct reports, monitoring retention and taking proactive measures, alongside them, to improve it where necessary. Taking part in organisational retention and engagement initiatives.

15. To facilitate team meetings and participate in meetings within the Directorate and across the Trust.

16. To identify any necessary repairs and maintenance required to ensure that Trust-owned property is maintained to a high standard, and that these issues are raised where the Trust has a legal relationship with the landlord.

17. To be accountable for the quality of the service provided supporting Co-ordinators on the implementation of quality measures within projects, in order to meet or exceed organisational and, where appropriate regulatory, standards.

18. To ensure that data are collected for internal quality auditing (including annual surveys) agreeing, and reviewing performance against action plans, and for external requirements (Supporting People, Commissioners and CQC), as appropriate and that essential notifications are sent to appropriate bodies.

19. To liaise with external stakeholders, such as commissioners and local authority safeguarding teams.

20. To enable positive relationships with people supported, families, carers and other external stakeholders and to support these through effective and professional communication.

21. To review project marketing materials, with marketing colleagues to ensure they accurately reflect the service being offered and are attractive to potential funders and people seeking support.

22. To produce and implement operational and business plans for areas of responsibility and contribute to Divisional and Directorate plans.

23. To monitor and evaluate action against plans to achieve identified development objectives.

24. To contribute to the Trust's strategic planning process, actively participating in Directorate and cross-functional strategic working.

Person Specification

	Essential	Desirable/Ideal
Qualifications	ILM Level 5 diploma or equivalent, or commitment to achieve within two years. Educated to GCSE Level A-C or equivalent in Math's and English and at least 3 other academic subjects.	
Skills	Ability to communicate effectively with staff, the people we support and a range of stakeholders. Able to build productive working relationships and partnerships. Able to make a positive contribution to cross functional working (whether on particular issues, or strategically). Effective time management and work prioritisation. Willingness to be flexible, adaptable and positively responsive to change and ability to work pro-actively and evidence creative thinking. Ability to provide effective communication, motivation and support to staff. Ability to identify issues and develop a logical and clear approach to problem solving and resolve conflict using own judgement. Demonstrable mentoring and coaching skills (or ability to develop these skills). Ability to provide a positive and professional role model to staff. Ability to present clear, professional materials to suit different audiences, paying attention to detail. Ability to work on own initiative as leader of and part of a team and to be self-motivated. Pro-active and creative thinking. IT literacy in MS Office applications, and ability to input data into systems, or willingness to learn.	
Experience	Proven experience of effective and prudent budget management.	Evidence of experience of working with people within the relevant service user group.

	Significant experience of working in social care, with responsibility for leading a staff team (e.g. in a senior carer/support worker or team leader type role).	Experience of working in non-registered settings. Experience of managing a dispersed staff team.
Other	Commitment to delivering a high-quality service and to support the aims of the Trust. Understanding of the differences between registered and non-registered support provision, or willingness to learn. Ability to travel to meet the requirements of the role	