

Job Description

Post	Services Manager
Location	Crewe. Opportunities for flexible and home working
Department	Services
Reporting to	CEO
Responsible for	Services team

Job Summary

The Services Manager leads RBF's frontline grants and wellbeing support services. This is a hands-on role, supporting and guiding staff to provide high-quality, compassionate, non-judgmental and timely support to railway people in need.

You will lead the consistent and fair delivery of our services in line with RBF's eligibility criteria, policies and values, while ensuring the team has the guidance, support and confidence to make good decisions for the people we help.

To lead on the provision of the RBF welfare and grants service; with the aim of relieving financial hardship, ensuring financial resilience and advising on a range of related social welfare issues.

To lead, manage and develop the Services Team, providing clear direction, support and oversight to ensure staff are confident, effective and consistent in the delivery of high-quality services.

To Lead the delivery and development of RBF's wellbeing support services, including volunteer-led and community-based activities, ensuring they are responsive to beneficiary need, effectively managed and aligned with RBF's wider strategy.

To maintain and develop new services for the charity in line with the agreed RBF strategy.

Ensure the RBF services team provide a non-judgmental, practical and supportive welfare service to beneficiaries of the charity in line with RBF's criteria and remit.

Develop, implement and maintain policies and procedures to reach decisions regarding applications, implementing and recording decisions, ensuring payments are processed in a timely manner.

Maintain accurate and up-to-date case records and service data within RBF's case management systems, ensuring information is recorded consistently, securely and in line with data protection requirements.

Develop and maintain reports and dashboards to monitor service activity, performance and trends, and present relevant data and insight to the Benefit & Services Committee, Board and other meetings as required.

Provide administration and reporting to the RBF Benefit & Services Committee, including, preparing of papers, recording minutes and tracking actions .

Be responsible for the RBF Services budget, KPIs and reporting mechanisms for both.

Work in a cross-functional way with all RBF teams to ensure beneficiaries receive the best possible experience, gathering information for case-studies and other research as required.

Work on specific projects and assignments which support the work of the organisation and its strategic direction, as required.

Work with the CEO and the Services team to develop future RBF services.

KEY RESPONSIBILITIES:

Grants and Support Delivery

- Oversee the effective delivery of RBF's grants and support services, maintaining high standards of casework and ensuring beneficiaries receive timely, fair and consistent support.
- Make and oversee grant decisions within delegated authority, providing guidance on complex or exceptional cases and escalating higher-risk or out-of-policy decisions appropriately.
- Collaborate with RBF's referral partners and other external agencies to identify and support unmet need to ensure the best possible outcome for RBF clients.
- To work with the CEO to negotiate third party contracts as appropriate.
- To manage all service-related third party contracts and agreements with external agencies
- Identify and establish referral pathways to other specialist agencies as appropriate.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Monitor caseloads, service demand, team capacity to manage pressures and service quality.
- Maintain a personal caseload where required, particularly during periods of high demand or reduced team capacity.
- Ensure safeguarding concerns are appropriately recognised, responded to and reported in line with RBF's safeguarding policies

Staff Management

- To lead and develop the RBF Services Team to ensure the team are highly skilled and motivated to deliver on targets and objectives.
- Ensure performance, appraisal and probation reviews are undertaken in line with RBF policy
- Identify and facilitate training and development opportunities for team members as required.

- Provide regular supervision, guidance and coaching to team members, supporting effective decision-making, case management and professional development.
- Monitor team wellbeing, workload and capacity, responding appropriately to pressures and ensuring staff have the support needed to deliver high-quality services.
- Promote consistent working practices across the team, addressing performance or quality concerns promptly and constructively.
- Support recruitment, induction and onboarding of new team members as required.

Service Monitoring and Development

- To work with the RBF Team to develop the advice service and to explore the future potential for service expansion, in line with RBF's strategy.
- To liaise with the Chief Executive, Benefits and Services Committee and the rail industry to establish and develop the service.
- To promote the service within the Rail industry and at a variety of forums and agencies.
- Perform routine due diligence audits on team cases to ensure high quality support is provided in line with eligibility and policy guidelines
- Support the Chief Executive to perform audits
- Collect and analyse data to identify trends, monitor demand and performance. Develop reports and dashboards to report to the Chief Executive and Services Committee to support governance and service direction.
- Monitor service budgets and expenditure, providing regular reporting to the Benefit & Services Committee and escalating emerging financial pressures or concerns as required.
- Manage, review and continuously improve service systems and workflows, ensuring processes remain proportionate, efficient and responsive to the needs of beneficiaries and staff.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Ensure that all work conforms to statutory and non-statutory guidelines and regulations.
- Attend relevant internal and external meetings as agreed with the line manager.

General

- Demonstrate RBF's values and expected standards of behaviour, leading by example and promoting a positive, professional and supportive culture across the Services team.
- Participate in team meetings and work together with colleagues to maintain and improve knowledge and skills
- Build productive working relationships with external advisers to maintain and enhance their commitment to RBF
- Keep abreast of relevant legislation, trends and best practice and work with your line manager to develop the necessary internal policies, procedures and guidelines accordingly

- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role
- Be responsible for their own health and safety and the health and safety of others who may be affected by their acts or omissions at work
- Undertake such work as may be appropriate to the post

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of RBF at any time after discussion with the post holder.

Person Specification

Area	Essential	Desirable
Qualifications & Experience	• Experience in leading and developing staff, including managing performance, workloads and competing priorities • Experience of working in a casework environment, with responsibility for managing workloads, priorities and the effective progression of cases.	• Educated to degree level or equivalent professional experience • Commitment to or experience of working for a charity or third sector organisation in either a paid or voluntary capacity. • Experience of safeguarding, risk and confidentiality in a frontline setting • Understanding of the benefits system (or willingness to undertake research and training).
Skills and Knowledge	• Strong IT skills, including knowledge of Microsoft packages and CRM • Excellent written and verbal communication skills, with the ability to communicate at all levels both internally and externally • Attention to detail • Able to deal with sensitive and personal matters in a confidential and compassionate manner	• Use of Salesforce CRM database. • Knowledge of the charitable sector and relevant legislation
Personal	• An ability to think strategically • Self-motivated, able to work independently and take initiative • Dedicated team player • Commitment and desire to make a difference • Empathy and sensitivity.	

	• Ability to manage a wide range of tasks and work well under pressure • Ability to work to deadlines and prioritise • An ability to work out of the office and travel as required – to attend engagement events.	
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