

Job Description

Job Title:	Service Manager
Reports to:	Regional Operations Manager
Grade Band:	C
Location:	Workwell – North West London

Purpose

We are looking for a Service Manager who can oversee the day to day delivery and overall performance of the Workwell provision in NW London. Combining vision and direction with strong relationship building and people management skills, you will take accountability for Contract performance across our delivery.

You will be responsible for managing Seniors/Team Leaders on the Workwell Contract. This will involve providing regular supervision around management of the Work & Health Coaches, , as well as support around complex staffing or caseload issues.

Your role will involve building partnerships with local NHS Trusts/ICB's, employment providers, and referral sources as well as maintain partnerships with stakeholder and commissioners.

You will work in partnership with /Seniors, ensuring the t services are integrated within the NHS where required. . You will also build positive working relationships with external partners most notable the NW London Integrated ICB.

Workwell Service Managers will also be responsible for preparing and leading on Commissioner meetings and delivering contract performance reviews.

Main Duties and Responsibilities

1. Embrace and enact the Shaw Trust vision and direction to support the success of the projects by creating a pan-delivery sense of purpose which aligns with contractual principles, objectives and targets
2. Work with referral partners locally implementing the workwell delivery models across the service delivery and other interventions such as DIALOG~+ and Initial Interventions.
3. To achieve operational outcomes that meet all key performance indicators, contractual requirements, customer satisfaction targets, output and progression and budgeted contribution targets over the lifetime of the contracts including within the supply chain
4. Ensure that the project works to agreed business and operational plans, meeting operational targets and meeting financial targets and budgets.

5. Operate within a quality framework ensuring that the project meets the standards required by Shaw Trust and the commissioner.
6. Effectively manage staff within the team, including performance and absence management following guidelines provided through the relevant policies and procedures, tackling any issues as appropriate and ensuring that individual and team performance are met.
7. Encourage and maintain effective communication by holding monthly team meetings to disseminate information to all staff.
8. Provide skilful and proactive relationship management, ensuring positive and productive relationships are established and maintained and that information sharing takes place across the pan-partnership delivery team, thereby facilitating best practice and continuous improvement.
9. Ensure the people we support are heard and their feedback is acted upon formally through surveys and forums and informally through every interaction.
10. Ensure client involvement and co-production is established and embedded across the programme
11. Ensure staff operate safely and within legislative guidelines appropriate
12. Capture and analyse performance using Shaw Trust MI, to recognise potential performance risk, assess performance of participants, identify those interventions that are most effective in supporting the client journey and identify opportunities for innovation in service design.
13. Ensure an effective yet proportionate approach is taken to risk management.
14. Promote the Shaw Trust services to relevant parties, leading to further business opportunities.
15. Lead on the project's contribution to external and commissioner evaluations.
16. Attend Regional and National meetings as necessary and when required.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person Specification Job Title: Service Manager (E=Essential D=Desirable)
SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) <ul style="list-style-type: none">• Understanding of the Workwell Contact Delivery Model.•)• Educated to Degree Level or equivalent experience(D)• Evidence on ongoing Continued Professional development (D)
Experience <ul style="list-style-type: none">• Relevant previous contract or project management experience focused on supporting performance, quality and compliance (E)• Understanding of the practical impact of common health conditions on an individual's ability to connect with their communities, manage their health condition and secure and sustain employment(E) • Understanding of the impact of the wider social determinants that impact on an individual's overall wellbeing and/or mental health (E)• Knowledge of Supply Chain Management including performance management/interventions if required.• Management of cross functional teams including specialist practitioners.• Experience of mobilising new contracts (D)• Knowledge of provider and referral networks across the local area(E) • Experience of achievement in a target-driven environment and ability to drive performance through focused performance management (E)• Experience of line management and staff development (E)• Practical experience in accessing external support services and well-developed networking skills (E)• Ability to work effectively in a target driven environment (E) • Initiative and decisiveness, making sound decisions based on available evidence (E) • Experience setting up new programmes (D) • Commercial awareness – developing opportunities for collaborative working and cost effectiveness (E)

Skills and Attributes

- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. **(E)**
- Excellent verbal and written skills and ability to communicate concisely and effectively. **(E)**
- Excellent and proven people management skills. **(E)**
- Demonstrable experience of providing excellent customer service skills. **(E)**
- Understanding of our client group and the barriers our clients may face. **(E)**
- Understanding of data protection and information security. **(E)**
- Problem solving skills **(E)**
- Coaching skills and/or experience **(D)**
- Financial acumen and numeracy skills **(E)**
- Ability to problem solve and respond appropriately to situations **(E)**
- Good Organisational and planning skills taking responsibility for delivering expected outcomes on time and to the required standard **(E)**

Personal qualities, communicating and relating to others

- Excellent interpersonal and communication skills **(E)**
- Good at building relationships with both internal and external stakeholders **(E)**
- Ability to use initiative when required and take a problem-solving approach to work tasks **(E)**
- Ability to work well as part of a team and independently when required **(E)**
- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed target dates. **(E)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Disclosure and Barring Service Check at an Enhanced level **(E)**

Other

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity **(E)**
- Ability to travel into your delivery area as needed to meet the demands of the contract. **(E)**
- Occasional overnight stays when you are needed to travel outside London for things like the quarterly managers meetings **(E)**