

Senior Services Manager JOB DESCRIPTION

Employer	Carers' Support East Kent
Reporting Line	CEO
Director Reports	Up to five Carers Support Managers
Team	Circa 35 staff
Hours/Contracts	37.5 hours per week
Location	Currently working from home due to COVID-19 with the possibility of longer-term home working. Requirement to visit the office in East Kent on occasion.
Salary	£36, 000 per annum

OVERALL JOB PURPOSE

The Senior Services Manager is a key senior role, responsible for the management and delivery of our main contract with the Local Authority (Kent County Council), leading the delivery team with a strong focus on customer service and continuous improvement. Reporting to the CEO and working alongside the Head of Services this role is pivotal to ensuring our contractual responsibilities are met, outcomes are achieved for Carers and opportunities for continuous improvement are identified and implemented.

The post-holder will provide direct line management to Managers, provide accurate and timely management information and will work with key stakeholders, including partners and commissioners.

SENIOR SERVICES MANAGER - KEY RESPONSIBILITIES

Core Duties

Service Delivery/Contract Performance

- Ensure service delivery meets contractual requirements, Key Performance Indicators are met/exceeded and KCC policies and procedures are adhered to
- Plan, organise and prioritise operations of the contract to ensure maximum efficiencies/utilisation of all resources
- Drive continuous improvement through the planning, management and delivery of services under contract and engagement with Carers
- Problem solve service delivery issues, liaising with the management team or external parties where appropriate
- Work closely with partners to ensure joined up working and effective operation of the Single Point of Access and whole family approach for service users
- Evaluate performance against contract requirements and service provision regularly and take proactive action where needed to ensure successful delivery of contracted outcomes and continuous improvement
- Ensure data collection tools, methods and systems are accurately and effectively utilised.
- Provide timely and accurate management information and reports for senior management and stakeholders for monitoring, decision making and continuous improvement

- Deliver effective, professional and focused briefings with staff and ensure that information, reporting & communications flow up/down is effective
- Ensure risk assessments are in place and monitored for service delivery areas, events and activities, delegating as appropriate
- Actively participate in multi-agency/stakeholder meetings to advance the work of CSEK in relation to the contract
- Ensure legal compliance, the practical application and fulfilment of all statutory requirements and keep abreast of developments relating to health & social care, in particular around Safeguarding policy and practice and Carers rights and ensure management and support teams are informed of changes
- Oversee safeguarding practice and provide line management to the Safeguarding Manager, ensuring that all safeguarding cases are managed well and in line with safeguarding policy and procedures
- Ensure all external communications and marketing are in line with the organisation's policies, branding guidelines, values and ethos and meet requirements of KCC

People Performance

- Successfully lead and motivate the team delivering the contract to ensure the championing of and maintenance of a positive culture, ensuring the organisation's Vision, Culture, Values and Behaviours are embedded in the workplace
- Work to continuously improve staff competence and performance, taking ownership of all staff issues and achieving speedy and effective conflict resolution
- Provide direct line management to Managers and ensure the team of support staff are well recruited, managed (including management of performance issues), motivated, developed, supervised and appraised
- Oversee training plans and work with the management team to ensure staff skills are nurtured and developed appropriately (including Statutory, Mandatory and developmental training)
- Ensure both CSEK and relevant KCC policies and procedures are understood and applied to operational practice by the staff team
- Problem solve day to day staff issues in relation to delivering the contract, liaising with other members of the management team/partners/commissioners where appropriate
- Engage with management team and staff around change and continuous improvement
- Support the CEO and Head of Services by cascading information quickly and consistently in a positive way, managing expectations.

Financial Performance

- Manage budgets relating to the contract effectively
- Ensure financial measures and controls are in place to ensure teams are operating within agreed budgets
- Ensure costs and best value/return on investment are considered when making operational decisions

Other Tasks

- Attend and contribute to staff and management meetings, chairing meetings when requested
- Any other duties in line with the overall responsibilities of the post and at the request of the Leadership Team and/or line manager

Performance Measures (To be agreed)

Indicators:

- 1
- 2
- 3
- 4

This is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed annually and may be amended following discussion with the post holder, to take into account changes and developments.

Any appointment will be subject to satisfactory references and an enhanced Disclosure and Barring Service (DBS) check.

Confidentiality

Due to the nature of this work the post holder will often be party to highly confidential and very personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

Senior Services Manager PERSON SPECIFICATION

The criteria below are assessed via application form and interview and may include task-based assessment

Factor	Essential	Desirable
Qualifications & Experience	<ul style="list-style-type: none"> • Previous experience of managing public sector contracts and resources, delivering to budget and performance targets • Experience of using software to track and monitor contract performance • Experience of leading and motivating a team and effectively managing staff to ensure delivery of services to performance targets • Experience of successfully managing external partnerships to ensure successful delivery of services 	<ul style="list-style-type: none"> • Experience of working in services delivering personalised care and support • Experience of working with vulnerable adults • Experience of driving continuous improvement
Knowledge	<ul style="list-style-type: none"> • Strong contract management and analysis skills • Strong knowledge of people management practices, ability to lead and motivate a staff team • Understanding of key issues and developments in public sector 	<ul style="list-style-type: none"> • Awareness of the needs of Carers and the people they care for • Knowledge of current legislation and developments relating to Safeguarding and the Care Act and working with vulnerable adults • An understanding of the voluntary sector
Decision Making & Mental Skills	<ul style="list-style-type: none"> • Sound judgement and decision making, able to work under pressure and to tight deadlines • Problem solving, ability to identify new and better ways of doing things and assess impact of proposed change 	

Interpersonal & Communication Skills	<ul style="list-style-type: none"> • Excellent communication skills • Thrive on change and ability to lead and motivate others through change • Motivated towards excellence, resilient with a “can do” attitude • Ability to present information professionally in a timely manner and to a high standard • Ability to cope positively with challenging and diverse behaviour • Excellent organisation skills and experience of managing competing demands <p>Personal Qualities</p> <ul style="list-style-type: none"> • Integrity (high standards of integrity, honesty and fairness) • Strong interpersonal skills, approachable, open and non-judgemental, ability to develop rapport with staff/colleagues, Carers and professionals • Service focused (to respond to the needs of staff and Carers in a timely and appropriate manner to maintain the required level of service) • Resilient, with a flexible/adaptable approach to work, a ‘can do’ attitude, in line with the charity’s values • Self motivated, committed, enthusiastic and pro-active • Resilient and calm under pressure 	
Initiative & Independence	<ul style="list-style-type: none"> • Ability to organise, plan and manage services and teams • Ability to prioritise work and deal with competing demands • Ability to influence others in a professional manner 	
Other Skills & Competencies	<ul style="list-style-type: none"> • Ability to exhibit, promote and instil equal opportunities and diversity principles amongst staff team, colleagues and Carers and with external stakeholders. • Confidence in presenting information and guidance and supporting staff • Attention to detail and able to record data and information accurately, using Microsoft Office programmes and CRMs 	

	<ul style="list-style-type: none"> • Ability to build effective working relationships to ensure inclusive and collaborative working • Able to use qualitative and quantitative data review and evaluate service delivery, performance, processes and working practices effectively 	
Other	<ul style="list-style-type: none"> • Full driving licence and own transport 	

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

Appointments are subject to a satisfactory disclosure from the Disclosure and Barring Service.