

**Empowering people experiencing multiple barriers to achieve positive change.**

**Job Description**

Job Title: Service Manager

Salary: SCP 27-29, £36,321 - £38,257

Responsible to: Deputy Director of Operations

Contract: Permanent

Hours of Work: This is a full-time post, 37.5 per week, core hours are Monday- Friday 9.15-5.15. The post holder is expected to work flexibility to ensure management of the services across the Bridge portfolio. Due to the nature of our work, this role is unable to offer a hybrid option.

Bridge is seeking an experienced management professional to join us and will lead teams working across our New Vision Bradford portfolio.

New Vision Bradford offers a range of support for people experiencing issues with substances from across Bradford, Keighley, Bingley, Ilkley, Shipley and everywhere in the district. This role will have direct line management responsibility for Team Leaders within the Bridge areas of delivery which spans the breadth of recovery services including (but not exclusive to) early intervention, recovery coordination (opiates), volunteering, recovery community development and rough sleepers.

MAIN DUTIES AND RESPONSILBITES:

OPERATIONAL MANAGEMENT

* Positively and proactively leads, manages and coordinates contracted services falling within the remit of the post holder.
* Ensures services are delivered efficiently and effectively, adhering to service design, expected quality standards and the organisations policies and procedures and in accordance with service contractual expectations.
* Provides direct leadership for colleagues in their day-to-day delivery and quality of service provision.
* Chair partnership meetings for services delivered by New Vision Bradford, ensuring representative attendance, proactively maintain positive relationships with members, overseeing administrative actions such as invites and quality checking minutes.
* Prepare for, attend and contribute governance group meetings
* Deliver presentations on the service to relevant audiences.
* Ensure health and safety, incident, accidents, complaints, compliments and safeguarding procedures are followed by team leaders, staff, students and volunteers.
* Investigate linked incidents producing written findings and sharing findings with the Quality and Compliance Group to ensure a learning culture is maintained and lead on implementation of any change processes as required.
* Engage effectively with senior management to contribute to opportunities to develop innovative service delivery solutions for both current and new projects.
* Support the organisations development in areas of specialist knowledge held or as relevant to the post holder’s portfolio and to support the implementation of the organisation’s business plan.
* To manage any delegated budget in accordance with the related procedures and the organisations financial rules.
* Respond positively to feedback and act where appropriate or advised.

PEOPLE **MANAGEMENT**

* To ensure all staff, students and volunteers employed/ deployed are inducted, trained and positively supported, following the organisations procedures for supervision, support, training and appraisal. This will include fostering reflective practice supervision processes and formal and informal coaching.
* Build a strong team ethos aligned to the organisations mission, vision and values to drive and oversee service delivery, building a strong, fair and cohesive team for the areas of which you are responsible and support colleagues where required.
* Provide an open and supportive space for operational matters to be raised and discussed by individuals and within teams, enabling the identification of risks and issues and the opportunity for sharing best practice and creating opportunities for service improvement.
* Proactively and positively mange issues such as performance, conduct, absence and sickness ensuring all related policies and procedures are followed for areas of which you are responsible and provide support to management colleagues where required.

SERVICE PERFORMANCE MANAGEMENT

* Working with the quality and Performance Manager and the Data lead to ensure all staff are trained and competent in the use of the S1 case management system and are fully compliant with data recording processes.
* Maintain robust weekly oversight of team, management and contractual level reports produced by the organisations
* Proactively recognise and respond to issue such as data recording compliance issues, early indicators of dips in performance or significant variations. Promptly escalate any concerns and take action to mitigate against shortfalls in performance, identifying and sharing learning for positive trends and best practice indicators.
* Effectively plan and deploy staff to secure and maintain service level agreements whilst anticipating and mitigating new pressures.
* Contribute to the completion of service data returns and relevant narrative reports for internal review prior to submission for the relevant commissioner/ funder.

PARTNERSHIPS AND THIRD-PARTY RELATIONSHIPS

* Contribute to Bridge’s business development and growth strategies by supporting members of SMT and, where directed, supporting the lead in developing bids, tender submissions and fund-raising initiatives.
* Contribute to the marketing and promotion of New Vision
* Contribute to the sharing of good practice, learning and development of other appropriate neighbouring services in partnership with key posts within such services.
* Broker and develop partnership relationships to make full use of existing community assets for the benefit of people who use our services.
* Contribute to communication of New Vision Bradford service offer, both internally and externally, across partnerships and the community.
* Engage collaboratively and corporately with colleagues across the partnership.
Liaise with Commissioners and other agencies where appropriate, sharing best practice.

OTHER DUTIES

* Represent the Director of Operations/ Deputy as required.
* Produce monthly reports on operational performance.
* Oversite and completion of Death in service reports and coroners reports on behalf of Bridge
* Play an influential role in the organisation’s governance group meetings.
* Keep up to date with changes in legislation, policy or practice that will impact on the delivery of services.

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| **Essential** | **Desirable** |
| **Experience and qualifications** |
| 4 years full time (or equivalent) experience of management within a relevant sector.  | A relevant management qualification. |
| Commitment to ongoing professional development and training. |  |
| Experience of working in a substance use support service |  |
| An experienced leader with the ability to motivate staff. |  |
| Experience of recruiting, managing, mentoring and coaching staff. |  |
| Experience of working with safeguarding issues. |  |
| Experience of working in a trauma informed way. |  |
| Experience of Chairing meetings. |  |
| **Skills and knowledge** |
| Good understanding of contract management and performance management of contracts. | Knowledge and experience of using SystemOne |
| Excellent organisational and interpersonal skills. |  |
| Excellent negotiating skills, able to persuade and influence others, including at senior level. |  |
| An understanding of equalities issues and inclusive service delivery. |  |
| Capable of working under pressure and setting and achieving targets. |  |
| The ability to communicate effectively (both verbally and in writing) with a range of stakeholders in an appropriate and professional manner. |  |
| Discretion and the ability to maintain confidentiality at all times in relation to business and personnel matters. |  |
| Excellent presentation skills. |  |
| Awareness of Health and Safety issues. |  |
| Good IT skills (Microsoft Office, including Word, Outlook, Powerpoint and Excel). |  |
| **Other** |
| An empathy with Bridge’s aims and objectives. |  |
| A positive, enthusiastic, firm and friendly manner. |  |
| Good standard of personal presentation at all times. |  |
| Willing to contribute to the training and development of others. |  |
| Willingness to work within a performance managed environment and contribute to performance reporting. |  |
| Willingness to be flexible around working hours. |  |
| Ability to travel and attend meetings at different locations |  |
| Full driving licence and access to a car for work purposes. |  |
| A willingness to undergo an Enhanced DBS check. |  |

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| **Key Behaviours**  | **Works Proactively** Demonstrates initiative, thinks ahead, and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.  |
| **Leads Change & Improves Performance** Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes, and constantly developing our people and processes.  |
| **Demonstrates Creativity & Innovation** Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.  |
| **Client & Customer Focused** Focuses on and understand the needs of internal and external service users, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For ‘service users’, please also read members, stakeholders, and audiences).  |
| **Influences Others & Communicates Effectively** Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.  |
| **Applies & Shares Expert Knowledge** Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.  |
| **Works Collaboratively with Others** Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.  |
| **Values & Respects Others** Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.  |