



VACANCY – Service Manager

JOB DESCRIPTION

Job Title:	Service Manager
Hours	37 hrs per week (Full Time)
Salary:	£31,766.00
Contract:	Fixed term contract until 31st March 2025 (with possible extension)
Reporting to:	Managing Director
Responsible for:	Portfolio of Services
Base:	To be agreed – weekly travel expected to YSS offices and bases.

YSS enables people to be emotionally resilient, to thrive and feel they belong to a community. We uphold people's rights and responsibilities and enable them to exercise these with dignity and respect. For more information about YSS, please visit our website www.yss.org.uk

Main duties of the role

- To oversee the operational management and delivery of a portfolio of YSS services across multiple regions.
- To manage service budgets.
- To recruit, interview, and hire staff.
- To undertake practitioner/case work where required to meet service objectives including receiving referrals, carrying out assessments, engaging and motivating service users.
- To maintain and develop stakeholder engagement.
- To provide regular internal and external service reports as required.
- To mobilise and implement new services in conjunction with the Managing Director and the Head of Resources.
- To oversee service progress and agree to any remedial action to improve service performance in line with contract specifications.
- To provide leadership and direction towards YSS organisational objectives and priorities.
- To provide analytical overview, identifying areas of good practice, development, trends in data and gaps in services.
- To co-ordinate the development of YSS services in line with the organisation's strategic priorities and objectives.
- To be a member of the Senior Management Team.

Key Responsibilities

- To be responsible for the direct line management of operational staff
- To be responsible for driving the YSS Volunteer Strategy
- To create a strong team ethos, enabling people to work together and to support one another effectively.

- To ensure that impact on stakeholders, including service users, are considered in decision-making.
- To implement annual service plans.
- To oversee regular service audits.
- As part of SMT actively engage with the development new services.
- To lead on identified Policy reviews.
- To manage and mitigate any organisational risks.
- To be part of the YSS on-call team

Key deliverables - Measures of success

- Successful reporting on audit of the case management system, demonstrating complete and accurate data and information recorded.
- Delivery of effective and excellent services to individuals referred to YSS, in keeping with the contract requirements and service delivery agreements and KPIs.
- Effective and supportive people management to the operations team ensuring excellent performance management and monitoring, strong working relationships and a culture of support and guidance to support strategic aims.

Notes:

- Weekend and evening work may be a feature of the role from time to time and will be a requirement of the post holder.
- There will be regular travel across West Mercia, therefore access to a car or the ability to travel independently across the region is essential.
- Ensure all work is carried out in a safe and appropriate manner and in accordance with YSS policies and procedures e.g. lone working, health and safety, child and adult protection, risk, confidentiality etc.
- To always uphold the highest standards of professionalism, ensuring that EDI and the volunteer programme principles are being met.
- *YSS value people as individuals with diverse opinions, cultures, lifestyles and circumstances. We are committed to building a culturally diverse team and therefore encourage applications from a diverse range of candidates to help us reflect our world and the communities we work alongside.*
- *Our organisation follows Safer Recruitment principles and guidelines for all posts where contact with children and/or adults at risk is likely – this includes a full application process, interviewing candidates, taking up and verifying two satisfactory references, verifying qualifications, identity checks, and an enhanced (Disclosure and Barring Service) DBS check.*
- *You must have the right to live and work in the UK to be considered for this role.*

Additional Information and Requirements

Expectation of Key Contacts/Relationships

Will include YSS colleagues and regular contact with a number of agencies including (but not exclusively) Police, Prisons, Probation Services, Social Services, Local Authorities, Third Sector partners, NHS.

Physical or mental demands

Ability to respond to sudden unexpected demands with excellent time management skills and ability to re-prioritise work dependent on importance or urgency.

Travel

Ability to travel within contracted area, some travel within England and Wales may be required to fulfil requirements of the role.

Unsocial hours

There may be an occasional need to work outside core hours and at the weekend to meet the demands of the role; this is to be taken within flexible working arrangements.

Confidentiality

Ensure that essential information of a sensitive, personal nature and/or commercial nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with GDPR, YSS policies and other related legislation/requirements.

Equality, diversity, and inclusion

Ensure all duties are carried out in a manner which promotes YSS equality, diversity and inclusion policies.

Health & safety

Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.

Safeguarding

YSS are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment whilst following YSS safeguarding policies. Background checks and Disclosed Barring Service checks will be required.

Digital skills

Competently utilise technology to perform the role including using internet-based voice and video calls, Microsoft Office applications, YSS SharePoint, One Drive and Teams Channels, human resource and finance systems, case management system software and other bespoke YSS or partner software and applications.

Benefits

- Company pension
- Free flu jabs

- Health & Wellbeing Programme
- On-site parking
- Sick pay