

## Service Manager

<b>Job Level</b>	Level 3	<b>Job Reference No:</b>	
		<b>Role review date:</b>	January 2023
<b>Directorate</b>	UK Operations	<b>Function</b>	Health & Local Crisis Response
<b>Service</b>	Health	<b>Reports to:</b>	Operations Manager

### Scale and scope of role

<b>Direct reports</b>	Up to 10+	<b>Indirect reports</b>	Up to 50+
<b>Budget responsibility/ accountability</b>	C. £50,000	<b>Accountable for other resources</b>	IL consumables, equipment and resources

*In addition to formal line management, as described above, the role will also be informally supervised and directed by managers in other parts of the organisation. This will be explained on appointment and kept under review.*

### Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

### Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

### Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

## Purpose of the role

The Service Manager will co-ordinate and develop our local Health offer to ensure that Health services are provided in a comprehensive and co-ordinated way. They will manage the services and ensure that all appropriate service standards, recognised good practice, legal requirements and budgetary management are incorporated into a quality programme that meets the needs of our beneficiaries and values the work of volunteers.

The Service Manager will actively network among Health & Social Care related bodies in the area to establish the Red Cross through in the relevant communities and advocate on behalf of local beneficiary needs. The post holder works closely with the Business and Partnership Development Manager (BPDM) as well as the Health Operations Manager (OM) to maintain service contracts accordingly. **The post requires some evening and weekend work, being part of a regular 24 hour duty officer on-call rota and potential emergency response duties at any time throughout the year.**

## Key responsibilities

### Support the delivery of the area plan

- Be responsible for the day to day management and monitoring of the Health projects and activity and ensure they are in line with standards, British Red Cross policies and procedures and legal requirements.
- To provide daily coordination of the service and overall support for the function including identifying improvements to our offer.
- To be responsible for the achievement of local and team targets as part of the area and national plans

### Stakeholder Management

- Ensure that community needs assessments for Health based services are carried out and, working with the community, demonstrate the development of strategies to meet these.
- Establish good working relationships with appropriate partners (see networking specification) and work to increase our Health capability and output in the local area.
- To be the main liaison point with the post's assigned trusts/CCGs/local authority social service managers.

### Support Service Development and Contracts

- To liaise with the OM and BDPM to create new business
- Maximise the use of our capacity and capability to widen the roles and contribution the Red Cross can make in responding to crisis.

- Service contracts are negotiated and managed, including the authority to sign-off on small contracts
- Support, monitor and evaluate new and existing contracts to ensure success and sustainability and that outcome targets agreed with commissioners are achieved.
- Assist in discussion with commissioners with respect to the renewal of contracts and service level agreements and the development of new contracts.
- Collaborate with colleagues in other areas and establish effective working relationships with them. This includes a duty to share learning and good practice for the betterment of the organisation.

### **Quality and Performance Management**

- Contribute to the development of plans and budgets. Monitor and control budgets agreed with you and ensure compliance with financial policies and procedures, including ensuring invoices are prepared and sent in a timely manner.
- Ensure beneficiaries' needs are being met through a range of user engagement monitoring and manage and report on the impact of our services on beneficiaries.
- Ensure the use of pertinent information to monitor and review service activity to determine resource allocation.
- Maintenance and implementation of statistical records, and provision of operational reports as required and effective liaison with internal reporting teams .
- To support the OM to ensure that appropriate service standards, recognised good practice, legal and other requirements are met.
- To work within a safe services culture of proactive engagement and shared learning when considering safeguarding and protecting people from harm

### **Management**

- Provide line management to the Health Service Coordinators and the Service Assistants (or equivalent)
- To oversee the coordination and support to Health volunteers to ensure all competency and quality requirements are met and the highest standard of service is provided.
- To oversee recruitment, induction, and training of new volunteers. Liaising effectively with internal business partners to meet these demands.
- To support the team by ensuring training pathways are identified and timely courses are available and delivered.
- To provide support, leadership, inclusion and motivation to the local team.
- To support and deputise for colleagues within the Health team as required.

## Leadership Behaviours

- Authentic, consistent and honest leader.
- Actively listens and allows others to be heard.
- Adaptable to changing needs, pressures and opportunities
- Empowers others based on their skills and expertise.
- Dynamic, inclusive, compassionate and courageous.

## Team Leader

- All team members understand their responsibilities and objectives.
- All resources involving staff are managed in accordance with BRC policies and procedures.
- All staff are kept informed of all relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

## Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

## Pre-engagement checks

### Criminal Records

Type of criminal record checks required for this role

England and Wales – Disclosure and Barring Service (DBS)
<input type="checkbox"/> Enhanced – Adult
workforce Scotland
<input type="checkbox"/> Protecting Vulnerable Groups (PVG) – Adult and Child

Northern Ireland

AccessNI – Enhanced Vulnerable Adults and Children

Drivers Check - Required – No

## Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
<b>Knowledge and Skills</b>			
Essential			
- Working knowledge of Office 365	X		
- Ability to manage and monitor budgets			
- Ability to contribute to the development and achievement of operating/functional plans	X		
- Ability to collate and interpret a range of management information including statistical information and user feedback	X		
- Interpersonal and communication skills		X	
- Organisational skills-planning, managing and monitoring own and others workload (service co-ordinator inc)		X	
Desirable			
- Knowledge of operational management			
- Knowledge and understanding of Adult Services and NHSE commissioning bodies			
- Analysis, decision making and problem solving			
- Presentation skills			
- Knowledge of working within a charity and a voluntary organisation			
<b>Experience</b>	<b>S</b>	<b>I</b>	<b>A</b>
<b>Essential</b>			
- Team Leadership	X		
- Planning and managing projects and activities, including the ability to develop internal and external partnerships		X	
- Managing and developing yourself and others		X	
Desirable			
- Experience of monitoring and reviewing standards and quality			

<ul style="list-style-type: none"> <li>- Experience of liaising with agencies (statutory and voluntary) on a day to day basis and achieving agreed outcomes</li> <li>- Working in partnership with external organisations</li> </ul>			
<b>Additional requirements</b>			
<p>Essential</p> <ul style="list-style-type: none"> <li>- Ensures inclusive practice, challenges discrimination and promotes diversity in line with our <b>Equality, Diversity and Inclusion (EDI) policy</b>.</li> <li>- Able to work and travel extensively throughout the area on a regular basis as appropriate, and more widely in the UK as required</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>- Able to be part of an out of hours on call rota if required</li> </ul>	<p>x</p> <p>x</p>		
<b>Values in Action</b>			
<p><b>Dynamic</b> - We move forward as one team.</p> <ul style="list-style-type: none"> <li>- Every day, we're adapting, innovating and learning.</li> <li>- When the unexpected happens, we are calm, quick and efficient.</li> <li>- We respond smartly, using clear processes and systems.</li> </ul> <p><b>Compassionate</b> - We stand for kindness.</p> <ul style="list-style-type: none"> <li>- People come first, no matter who or where they are.</li> <li>- We have genuine, open-minded conversations.</li> <li>- Together, we're a united force for good.</li> </ul> <p><b>Inclusive</b> - We are open to all.</p> <ul style="list-style-type: none"> <li>- We treat each other with dignity and respect.</li> <li>- Every person's uniqueness is valued, supported and celebrated.</li> <li>- Our individual backgrounds and experiences make our organisation stronger.</li> </ul> <p><b>Courageous</b> - We are bold.</p> <ul style="list-style-type: none"> <li>- We show our strength by doing the right thing.</li> <li>- We aren't scared to test our creative ideas.</li> <li>- As humanitarians, we go the extra mile to help people in crisis</li> </ul>			

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.