

# JOB DESCRIPTION

## Service Manager

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<b>Job title</b>	Service Manager	<b>Directorate</b>	Specialist Housing & Homeownership Services
<b>Location</b>	Showell Green Lane - Birmingham	<b>Line manager</b>	Senior Service Manager

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### Purpose of the job

The Service Manager takes responsibility for all aspects of the operational day-to-day management of the service to improve the lives of our customers by:

- > Ensuring contract compliance is maintained and all regulatory and legislation standards are adhered to.
- > Ensuring that the staff team deliver the highest standard of quality care and support through a person-centred approach to meet individual needs and aspirations.
- > Enabling and encouraging customers to live as independently as possible with dignity while promoting general well-being.
- > Working in partnership with colleagues in the senior management team you will ensure the provision of a high-quality service enabling individual needs and organisational priorities to be met in accordance with available resources.

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### Key tasks and responsibilities

- > Hold responsibility for the day-to-day running of the Service.
- > Ensure that the service meets all contractual and regulatory requirements and is up to date with current good practice in the delivery of services
- > Ensure that each person we support receives the highest standard of care or support that is appropriate to the individuals assessed needs.
- > Ensure that any safeguarding concerns, complaints, accidents, potential risk and incidents are reported and actioned within the required timeframes in accordance with policies and procedures.
- > Ensure high standards of governance in areas of Customers assessments and risk management.
- > Ensure a robust contingency plan is in place which takes account of the activities and tasks carried out by management in the running of a care and support service during a crisis situation.
- > Implement and maintain effective service audit and a quality assurance programme to promote high quality, best practice and continuous improvement of services which meet high standards of governance.
- > Work collaboratively with all departments to ensure that the needs and requirements of the Colleagues, customers, regulation and service delivery is of the highest standard, innovative and forward thinking.

### **Management of Service Delivery**

- > Form effective relationships with commissioners and other professionals to meet service and customer need; contributing where required to contract and service level negotiations and tender preparations.
- > Manage processes for new referrals, assessment of need to determine suitability and comprehensive person-centred support and risk management planning ensuring that these are current, reviewed and place the customer at the heart.
- > Monitor the care and support provided to each customer with assurances that this is delivered in ways that are important to them at the times it needs to occur.
- > Promote the health, well-being and independence of all customers accessing the service(s) including the use and maintenance of assistive technology and signposting / referring to specialist agencies where required.
- > Ensure that everyone involved in the service have opportunities to comment to promote a transparent and inclusive provision shaped by feedback, seeking advocacy support where required.
- > Oversee a programme of activities for all customers both inside and outside of the service to support well-being and to promote citizenship in the communities they live.

### **Colleague Management and Development**

- > Manage and carry out probation, induction and supervision processes to enable colleagues to reach their potential and to provide high-quality service provision.
- > Manage and monitor staffing levels, taking action to make sure these are suitable to the service.
- > Embed a culture of 'can do' in an environment that is open and transparent fostering creativity, innovation and feedback.
- > Provide leadership, direction and support to the colleague teams with the central focus being the aims of the service.
- > Promote effective team working for the benefits of customers, individual team members and internal teams.
- > Provide feedback for colleagues where they are working well and to manage systems and processes where improvement is required, as advised by our Employee Relations Team, with focus on getting the best out of our people.

### **Financial and Administration**

- > Be responsible for the monitoring and control of day-to-day expenditure within agreed budgets whilst optimising efficiencies.
- > Management of rent accounts, enforcement and recovery of debt as required.
- > Review and monitor monthly management accounts and take action as required.
- > Contribute to the annual process of budget and service charge setting.
- > Ensure that all Amplius financial policies, procedures and monitoring systems are adhered to.
- > Ensure customers are supported to have choice & control over their own money, except where there is a documented capacity assessment/ Best Interest Decision which details what support is required.
- > Ensure written records of all financial transactions are maintained.
- > Investigate other funding sources and utilise other funding opportunities to develop service provision.

### **Housing Management (where applicable)**

- > Be responsible for the day-to-day management of Scheme/Service buildings and communal areas, which includes reporting repairs, overseeing planned works and ensuring all health and safety requirements are met.
- > Ensure that safe working practices for all colleagues are in place at the Scheme/Service.
- > Be responsible for maintaining accurate Health and Safety records – carrying out all fire and health and safety checks within specified timescales.
- > Ensure all complaints, accidents, potential risks, safeguarding issues and incidents of anti-social behaviour are recorded in accordance with policies and procedures.
- > Be responsible for the security of the building and all equipment, furniture and fittings.
- > Arrange renew / all equipment, furniture and fittings.
- > Maintain an up-to-date inventory for the building.
- > Carry out regular risk assessments and workplace inspections.
- > Ensure repairs are reported appropriately – monitoring progress to ensure a satisfactory outcome.
- > Liaise with Property Service Team, contractors and customers to ensure that planned / cyclical works are carried out to an agreed specification / quality / timescale.
- > Liaising with associated internal and external teams to ensure appropriate Intensive Housing Management processes and procedures are maintained, in conjunction with current regulation and housing benefit legislation.

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### **Scope and impact**

#### **Scope:**

- > To maximise the success rate of customers maintaining their tenancies and achieving their support goals.
- > Ensuring contractual compliance with legislation and regulations around tenures, arrears, care and support.
- > Using Microsoft Dynamics 365 as a tool to monitor and manage customers and properties, and support colleagues in the use of this system for Housing Management and Support Planning purposes.
- > Contributing to the management of a budget relating to community-related support services.

#### **Impact:**

- > Ensured compliance with Housing Management legislation.
- > High-quartile, high-performing housing and property management service and portfolio.
- > Customers achieving maximum independence and social value aims throughout service engagement.
- > Maximising income across the Specialised Housing portfolio.

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### **Key relationships**

- > Formal line management responsibility for 3 Team Leaders, Community Outreach Support Workers and Relief Community Support Workers.
- > Customers aged 18+ years old.
- > Local authorities, Commissioners and partner agencies.

# PERSONAL SPECIFICATION

## Service Manager

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The values outline the key expectations of all colleagues. Used together, the Person Specification and values will ensure new colleagues will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.

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### Qualifications

#### Essential:

- > Good level of education or equivalent through relevant training/experience.
- > NVQ level 4, or relevant qualification - or willingness to work towards these.

#### Desirable:

- > CIH Level 4 (or above) or willingness to work towards.
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### Experience and knowledge

#### Essential:

- > Knowledge of the range of care services we provide to customers and regulatory standards.
- > Experience of working within a range of care / support settings and an understanding of professional boundaries.
- > Experience of managing teams across a wide geographical area
- > Knowledge and understanding of Health & Safety legislation.
- > Proven and relevant experience in an operational management capacity in a health and social care setting.
- > Partnership working including organising and running multi agency meetings.
- > Managing anti-social behaviour and Positive Behaviour Support.
- > Consulting and empowering customers to shape their service and responding to their views.
- > Knowledge of basic building maintenance and a general understanding of health and safety issues.

#### Desirable:

- > Good knowledge of welfare benefits and budgeting skills.
- > Experience of working with care support contracts.

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## Skills and competencies

### Essential:

- > Use of Microsoft Office systems including Word, Excel and competent user of the Internet and email system.
- > Able to resolve conflict by drawing on mediation skills.
- > Excellent verbal and written communication skills.

### Desirable:





- > Experience of Microsoft Dynamics 365 and a CRM.
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## Characteristics

### Essential:

- > Highly organised and efficient.
  - > Excellent time management skills and the ability to meet deadlines as required.
  - > Ability to work with speed and accuracy, in a reactive environment engaging with others as required.
  - > Demonstrate strong leadership and team building skills – able to bring about the best performance of Colleagues by inspiring, empowering, coaching, advising and supporting them.
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## Our values

 <p><b>People come first</b></p>	<p>Everybody matters to us. We care deeply about our colleagues and customers. We have fun and get to know and understand the people we work with. We provide a heartfelt service and treat everyone with dignity and respect.</p>	 <p><b>In it together</b></p>	<p>Our work is all about delivering excellent partnerships and building communities. We collaborate instead of competing. We achieve the best results by working together as one team.</p>
<p>We absolutely own it by doing what we say we'll do and being accountable for our actions. We believe in fairness, equality and inclusivity. We operate with integrity and help those who need it the most.</p>	 <p><b>Do the right thing</b></p>	<p>We're committed to providing better services and building more homes. We're ambitious, proactive and forward thinking. We want to amplify our impact, influence policy and transform the sector.</p>	 <p><b>Driven to do more</b></p>

### **Additional duties clause**

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager.

Duties may vary as and when localised procedures are updated or renewed with varying Local Authorities that the organisation works with. We reserve the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

**To be reviewed as part of the Job Description review process.**