

Job Description – Services Manager

Main purpose of job

To manage and support the delivery of services that meet the needs of people affected by dementia and comply with quality, legislative and financial requirements. To ensure local contractual agreements are adhered to and the Society's profile and reputation are supported and managed. To support all employees and volunteers of the Society in achieving its overall strategy and vision.

Position in the organisation

The Services Manager reports to the Operations Manager and is a member of the Locality Management team. The Services Manager will be responsible for all staff and volunteers within the service area managed.

Dimensions and limits of authority

- Responsible and accountable for the recruitment, management, support and development of all employees and volunteers within the service area managed (this will be for a group of services by type, by geographic area or both).
- Responsible for the delivery of services in the area managed in line with internal and external quality assurance requirements, relevant legislation and contractual agreements.
- Responsible for a delegated plan and budget, management of expenditure and financial processes in the service area managed.
- Working with colleagues in other departments, develop and manage the Society's external relationships and reputation at a local level.

Duties and key responsibilities:

Service management, quality and compliance

- Working with the Operations Manager and Service Improvement Team to ensure that all services are developed, delivered and improved in line with organisational policies, procedures and quality assurance requirements, including adherence to all relevant legislation and external regulation.
- To ensure all service delivery teams are developed, delivered and improved within the requirements of the Society's services strategy, including the internal quality framework.
- To work with colleagues to deliver services within a culture of continual improvement and person-centred care, including support for internal quality reviews, evaluation, self-assessments and peer review as required.
- To ensure any premises (including offices) are appropriate for the service being delivered, are managed within budget and meet all health and safety and equalities legislative requirements.
- To ensure all services delivered as part of a service contract meet contractual requirements and that monitoring, evaluation and reporting is carried out in line with funder requirements.
- To ensure all records, personal and client data are maintained as required, including in the Computerised Record System (CRS), and in line with the organisational policy for record management and information governance.

- To champion user involvement in the planning, delivery and review of all activity within the locality by ensuring appropriate user involvement is at the core of all activity, and supporting people affected by dementia to be involved in Society-wide opportunities.

People management and development

- To provide leadership and line management to operations employees and volunteers, promoting a culture of high performance, individual responsibility, effective teamwork, integrity and inclusion.
- To manage and support operations employees and volunteers in line with organisational policies and procedures, including recruitment, induction, supervision, appraisal, training and personal learning and development.
- To develop and maintain effective channels and systems of communication that ensure operations teams are informed, aware of relevant developments and engaged in delivering the Society's Strategy.
- To promote and actively engage with the activities of forums for employees and volunteers, ensuring their local representatives are enabled to communicate with their peers and engage in forum activities.
- To liaise and engage with the Volunteer Local Representative as required.

Financial management and planning

- To contribute to the annual business planning process, taking into account the strategic direction of the Society, local commissioning priorities and other identified local needs.
- To support the Operations Manager and regional accounting team in developing and managing annual budgets, including provision of accurate costings, monitoring expenditure, reconciling income and expenditure, monthly reporting and re-forecasts.
- Working with the Business Development Team to contribute to the development of budgets for new services, grant applications, and tender submissions as required ensuring costings are accurate and achieve full cost recovery in line with Society requirements.
- To ensure planning for new services is aligned to the Society's strategy and Services Framework and seeks outcomes for people with dementia that reflect identified local need and commissioning priorities.
- To ensure that staff within the service area managed are aware of and comply with financial controls, including delegated authorities, cash handling procedures and accurate recording and coding of financial information.

External relationships, profile and wider Society activities

- To act at local level as an ambassador for the Society and for people affected by dementia, promoting their interests and the organisation's strategies for meeting their needs.
- To support the Operations Manager in developing and maintaining external relationships that ensure the Society is well placed to influence local commissioning intentions and can maximise benefits of joint working with other organisations.

- To support the Society's user involvement plans and activities so that people with dementia are enabled to participate in all activities of the Society and influence matters that affect their lives.
- To support the wider activities of the Society and its directorates, including promoting and contributing to the development of dementia friendly communities and the strategies and projects that support their development.
- To ensure the local service team understands the role of fundraising in the Society and the relevant principles and policies that apply to use of voluntary income.
- To provide support for local fundraising activities, as agreed with the Operations Manager.
- Working collaboratively and proactively with Fundraising colleagues, to generate and maximise income to support all the charity's activities.
- To support External Affairs colleagues in delivering the campaigning strategy, including participating in media and campaigning and stakeholder engagement activities at local level.

To undertake any other duties or projects commensurate with the nature and grade of this post as required.

Additional Responsibilities

- To adhere to all the Society's service standards, policies and procedures.
- To comply with the data protection regulations, ensuring that information on clients remains confidential.
- To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- To work in a manner that facilitates inclusion, particularly of people with dementia.
- To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- To follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and may be subject to change.

Person specification

All of the following requirements are essential, unless marked with a * when they are desirable, and will be assessed from a combination of information provided from the application form and interview process.

Education and qualifications

- QCF/NVQ Level 4 (or equivalent) in a relevant subject

Skills and experience

- Experience of managing services in a health or social care setting and delivering them within a quality assurance framework and culture of person-centred care
- Experience of leading a team, supporting personal development and providing line management in accordance with organisational policies and procedures
- Experience of managing a budget including monitoring and controlling expenditure and providing reports
- Experience of working collaboratively across departments and/or with peers towards realising organisational strategy and achieving common goals
- Experience of working externally to raise profile and promote the interests of an organisation or group of people
- Demonstrate experience with using Microsoft Office effectively to manage daily business activity and to support record keeping
- An understanding of dementia and of the needs of people affected by it
- An understanding of role and value of volunteers and their support needs
- An understanding of support planning and records management as they relate to quality care practice and the requirements of data protection legislation
- An understanding of legislation and compliance requirements as they relate to health and social care including safeguarding, health and safety, mental capacity and data protection
- Knowledge of the health and social care environment and its development, particularly as it affects the voluntary sector and service providers
- An effective communicator both in writing and verbally
- Commitment to delivering quality services and seeking continual improvement for service users
- Able to prioritise and manage a workload as it relates to service management and provision and the flexibility that can require
- Able to act as an effective and enthusiastic ambassador for the organisation externally
- Able to embrace and promote the corporate needs and strategies of the organisation and to act as a team player
- Competent and confident in the use of Microsoft Office and ability to use other databases as required

Personal attributes / qualities

- A demonstrable awareness of the added value volunteers can bring to the deliver of an organisations mission
- Ability and willingness to travel independently* on behalf of the Society, including occasional overnight stays as required

- Willing and able to work non-social hours on occasion (including occasional weekend and evening hours)
- Willingness to act as an external representative and ambassador for the Society

Value based competencies

Alzheimer's Society has a value-based behavioural framework which brings our values to life in everything we do. The framework is applied across the full employment (and volunteering) life-cycle. This includes individual objectives, appraisals, performance management, reward and recognition and personal and professional development. You will be given a full copy of the framework if appointed, as part of your induction.

For this role, the key value based behaviours you will need to evidence in your application and which will be assessed during the recruitment process are:

Inclusion

- Reach out to and involve people affected by dementia from every group and community.
- Work collaboratively with others, sharing experiences and expertise.

Challenge

- Understand the purpose and context of change, and communicate this openly and honestly to those affected by it.

Excellence

- Keep my promises, delivering to agreed standards and within agreed timescales.
- Set, communicate and monitor the performance of my team/function against clear, aspirational service level agreements and performance indicators.

Integrity

- Take personal responsibility for my own performance and decisions and do not blame others.
- Ensure that my decisions and behaviours at all times help further our objectives and reflect my responsibilities to my colleagues and our stakeholders.

Enabling

- Empower people to perform to the best of their ability, sharing knowledge, skills, information and giving appropriate authority to enable others to make decisions