

## **Service Manager Job Description**

**Reporting to** Regional Director

**Department** UK services

### **Purpose of the job**

To be responsible and accountable for holding and maintaining the appropriate registration and the overall management of the Service(s) in accordance with Leonard Cheshire's vision, mission, policies and procedures.

The Service Manager will directly manage resources to ensure exemplary customer service to people who use our services whilst ensuring budgetary compliance.

### **Key responsibilities**

- To be responsible for holding and maintaining the appropriate registration for the service.
- To provide leadership, management and clear direction in the delivery of all services within your defined area(s) of responsibility.
- Manage the recruitment, selection and on-going training, development and performance of all staff within your service to ensure achievement of national minimum care standard requirements.
- Monitor and develop the individual and team performance of all members of staff to achieve optimum performance within defined organisational policy requirements.
- Ensure that disciplinary matters, grievances and whistle blowing issues are dealt with promptly and professionally in accordance with organisational procedures.
- Develop and implement service training plans in consultation with the Learning and Development team.
- Ensure all staff maintain the Right to Work in the UK. Undertake document renewal checks for limited stay before they expire. Obtain evidence and record revised expiry dates in line with Home Office requirements. Adhere to working restrictions for non UK/Irish nationals (e.g. weekly hours / type of work).
- Ensure LC sponsored employees remain within the obligations of their visa sponsorship, report any changes within Home Office timeframes.

- Implement systems and procedures that monitor, maintain and, where appropriate, challenge and improve standards within your service, ensuring that standards are regularly reviewed to achieve high quality services.
- Ensure that complaints and compliments are handled effectively in accordance with organisational policies ensuring prompt and professional actions in order to minimise conflict.
- Develop and involve your team in exploring innovative ways of improving and delivering services to enhance organisational performance and share these ideas as best practice developments.
- Effectively deploy all resources to ensure you achieve LC's vision, mission and values.
- Liaise with all regulatory bodies to ensure their requirements are implemented, monitored and maintained.
- Support the line manager in negotiating with local purchasers to secure appropriate funding.
- To use technology effectively to monitor and understand KPIs, to manage day to day service delivery and to support and enhance your role.
- Work closely with professional colleagues to develop, agree, monitor and effectively manage your service budgets and report on progress.
- Ensure that people using the service receive support in line with agreed plans and expectations.
- Provide safe systems of work within all areas of responsibility in accordance with LC health and safety policies and procedures.
- Comply with LC and any local safeguarding and mental capacity act (MCA) policies and procedures.
- Take appropriate actions following recommendations from health and safety inspections and other internal audit processes.
- Ensure service provision to agreed KPIs.
- Deputise for the line manager as required.
- Undertake any other duties as requested.

## Person specification

### Essential requirements

- Recognised nursing or social care qualification and registration (as appropriate to the needs of the respective Service).
- Level 5 Diploma in Leadership for Health and Social Care or equivalent qualification as required for registration with the relevant inspectorate.
- Substantial experience of operating in a supervisory or management capacity in a care environment.
- Demonstrate a commitment to continue training and developing professionally to maintain your competence as a manager, including keeping up to date with your knowledge of standards and legislation.
- To be able and willing to travel and stay away overnight if required.
- To have a genuine commitment to the values and ethos of Leonard Cheshire.

### Key competencies and skills

- Strong 'people' and communication skills.
- A thorough understanding of financial data with the ability to set and manage budgets, understand and analyse spreadsheets and make effective saving.
- Understanding of employment practice and Health and Safety legislation.
- Clear understanding of and ability to deliver to the regulatory framework and legal environment in which we work.
- To have highly developed IT skills in standard Microsoft packages.
- Demonstrate partnership working with a variety of stakeholders and ability to negotiate with stakeholders.
- Knowledge of marketing and fundraising techniques would be advantageous.

### Our values at Leonard Cheshire

**Positive** warm and empathetic, we always look to progress and improve.

**Proud** strong-willed and spirited, we are firm in our beliefs.

**Pioneering** confident and imaginative, we are creative change makers.

**Leonard Cheshire welcomes applications from all sections of the community. We actively encourage applications from people with a disability, supporting where possible, your requirements for reasonable adjustments.**

