

Post: Service Delivery Manager

**Salary:** NJC SCP 27 (£30,507) - SCP 32 (£34,788) dependent on skills and experience

**Based at:** Nightsafe Office,Blackburn and occasionally at other Nightsafe sites across Blackburn with Darwen with frequent travel across Lancashire and occasional regional/national travel

**Hours:** 37 hours (plus on-call rota duty)

**Additional benefits:** Pension – 4% Employer and 4% Employee

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**Annual leave**: 25 days plus bank holidays

**Responsible to:** Chief Executive Officer

**Responsible for:** All Nightsafe service and project delivery teams including direct line management of service and project coordinators (currently 5) Thematic leadership of organisation human resource management and safeguarding.

**Our Ethos:** Nightsafe believes that every young person has a right to a roof over their head, to live in a safe environment and be treated with kindness, dignity and respect.

**Our Vision:** Is thatevery young person that comes through Nightsafe’s door will have a roof over their head, live in a safe environment, be treated with kindness, dignity and respect and achieve their potential.

**Our Mission:** Nightsafe will work with young people who are homeless or are at risk of homelessness and will provide accommodation, day centres and information, advice and guidance. We will help with emergency needs and empower our young people to play a positive part in their local community.

**Purpose of role:**

The Service Delivery Manager is responsible for overall delivery of Nightsafe’s existing core services including: emergency night shelter, ‘Platform 5’ day centre, supported living, dispersed housing support, LEAP, mentoring services and the Paula Kanuik Arts Fund, together will any new services/projects to be delivered in the future. They will ensure that Nightsafe services and projects are delivered in a safe, compliant and person-centred manner to the highest quality. They will be responsible for leadership and management of service teams, together with their effective development.

The Service Delivery Manager will be responsible for working with the CEO and other members of the Senior Management Team to design new services and projects and to maintain contracts, commissions and funding agreements through monitoring, evaluation and reporting.

As a member of the Senior Management Team, the Service Delivery Manager will also hold thematic leadership responsibility for human resource management and will be the organisation’s safeguarding lead.

**Main Duties and Responsibilities**

### Organisational Leadership

* To take shared responsibility as a member of the Senior Management Team (SMT) for upholding and delivering Nightsafe’s principles and values, vision and mission
* To support the CEO to work effectively with the board of trustees to review and develop organisational strategy and to effectively fulfil their governance responsibilities
* To work with other members of the SMT to develop and deliver effective business plans together with policies and procedures that are compliant and fairly and consistently applied so that all service users, staff and volunteers are supported effectively.
* To ensure the voice of young people and service users influence all aspects of the organisation and its work
* To lead on the effective management of all Nightsafe services and projects to ensure that all are delivered in a safe, compliant and person-centred manner to the highest quality and within budget.
* To effectively evidence the impact of Nightsafe services and projects, capture learning and drive forward continuous improvement and inform business planning
* To effectively identify, manage and mitigate risks related to the service delivery department.
* To take a thematic leadership responsibility for human resource management across the organisation including ensuring effective policies and procedures are in place and implemented consistently
* To be the safeguarding lead for the organisation ensuring effective policies and procedures are in place and implemented consistently across the organisation
* To promote and contribute towards the development of a positive workplace environment and organisational culture
* To take a leadership role across Nightsafe as a member of the SMT and to undertake such tasks as deemed necessary to support the CEO and SMT colleagues.

**Service Delivery**

* To manage and coordinate Nightsafe’s portfolio of services and projects in delivery, ensuring that they are delivered in line with the strategy and business plan and contribute to the organisation’s overall vision, mission and objectives
* To lead on the development and implementation of business plans and service delivery plans for all services and projects engaging with staff, volunteers and service users as required
* To ensure all services and projects are delivered in line with any statutory, funding or contractual requirements
* To develop and implement robust quality assurance and monitoring and evaluation systems for all services and projects and ensure that they meet or exceed expected outputs, outcomes and impact targets.
* To lead on the production of relevant reports on the performance of the services, projects and of the service delivery department as a whole for a range of audiences, including to commissioners, funders and presenting to the Board and subcommittees as appropriate
* To ensure all services and projects are delivered within budget through implementation of effective budget management and to produce budget monitoring reports in line with organisational requirements
* To promote the rights, equality, diversity and needs of service users by ensuring they are respected and valued as individuals
* To develop and maintain positive working relationships with service users, staff and volunteers
* To ensure that all services and projects are safe, complaint and accessible to service users by ensuring implementation of statutory and organisation policies and procedures such as health and safety, equality and diversity, safeguarding and information governance.
* To work with other members of the SMT to develop and effectively maintain the organisation’s client records management (CRM) and management information system (MIS).

**External relationships and influencing**

* To build and maintain positive working relationships with stakeholders, partners, commissioners and funders identifying opportunities for development, collaboration and sustainability of Nightsafe services
* Play a key role in the development of local partnerships and networks across East Lancashire area that support the achievement of the organisations vision, mission and objectives.
* Attend appropriate external meetings with stakeholders, partners, commissioners and funders representing the CEO as required
* Use a range of media to communicate effectively with a wide range of stakeholders (including through reports, media releases, social media and presentations) to promote the work of Nightsafe
* To act as a champion and advocate for young people at risk of homelessness and those in crisis actively looking for opportunities to influence local and national policy and strategic decision makers.

**Business development**

* Identify gaps in services and research opportunities for new services that are aligned with the Nightsafe strategy
* Work with the CEO and other members of the SMT to develop associated business cases and funding applications, bids and tender documentation
* To actively seek out opportunities for growth and business development.
* To ensure all monitoring and evaluation data is collected as required by funding sources and the business development team
* To ensure the CRM system is maintained and updated accurately and efficiently in accordance with organisation policy.

**Human Resource Management**

* To be the SMT lead for human resource management ensuring that all relevant policies, procedures and systems are kept up to date and implemented accordingly
* To advise and guide managers and supervisors on effective staff management to promote productivity and a culture of high performance
* To lead on the planning and oversee delivery of a staff training plan
* To monitor staff related performance measures such as sickness absence and report to the CEO/Board as required.

**Safeguarding**

* To be the lead safeguarding officer for the organisation and to ensure that principles and good practice around safeguarding vulnerable people are embedded across all Nightsafe’s services
* To ensure effective record keeping and reporting of safeguarding matters to Board and where necessary external agencies.

**Staff management**

* To lead, inspire, manage and develop the staff in the service delivery department to effectively ensure the delivery of the organisation’s vision, mission, strategy, objectives and business plan.
* To supervise and performance manage all direct reports in line with relevant policies and procedures
* Keep abreast of current and new relevant legislation and policy guidance to ensure such information is disseminated to staff and that learning is integrated in practice.

**Personal development**

* To develop and maintain up to date knowledge of and expertise in policy and practice to support young people at risk of homelessness and those in crisis.
* To develop and maintain knowledge, understanding and effective practice in service and project management and leadership
* To develop and maintain knowledge and understanding of effective human resource management
* To develop and maintain up to date knowledge and understanding in safeguarding policy and practice
* Attend training and development as required.

**General**

* To work as a member of the Nightsafe team, attend staff and SMT meetings
* To attend regular supervision/appraisal sessions with the CEO
* To be available on an on-call rota basis to provide management direction and supervision out of hours
* To comply with all Nightsafe policies and procedures.
* To be available to work occasionally in the evening and weekends as required.
* To undertake any other duties as commensurate with the grading of the post.

**Please note: this post is subject to an enhanced Disclosure and Barring Service (DBS) check.**

**Person Specification – What we need from you**

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/ or are things that you could be trained to do.

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| **Education and training** |
| **Essential**  | **Desirable**  |
| Degree level qualification in a relevant subject or equivalent experience.Recent safeguarding training | Project management qualification |
| **Experience** |
| **Essential** | **Desirable** |
| Minimum 3 years’ experience of service and/or service-based programme management | 1 years’ experience of human resource management across an organisation  |
| Effectively managing multiple services/projects under a programme of delivery, to agreed performance targets and in line with statutory, funding and contractual requirements | Managing services across a number of sites and locations |
| Service data capture, collation, analysis and reporting  |  |
| Effective quality assurance and performance improvement of services and/or projects | Development of quality assurance systems and processes |
| Contributing to the development of organisational strategy and leading the development of high quality business and service delivery plans informed by the voice of service users |  |
| Contributing to the development of successful bids, tenders and funding proposals |  |
| Effective implementation and monitoring of safeguarding policy and procedures including managing safeguarding incidents |  |
| Effectively leading and managing diverse teams made up of staff and volunteers that support vulnerable people | Direct experience of working with vulnerable and disadvantaged groups |
| Effectively managing the performance of staff and ensuring their learning and development | Leading strategically on human resource management and learning and development  |
| Effective budget setting, management and reporting |  |
| Risk assessment, management and mitigation |  |
| Building and maintaining positive working relationships with stakeholders, partners, commissioners and funders |  |
| Establishing partnerships and networks that support the delivery of organisational objectives |  |
| Use of a range of media to communicate effectively with stakeholders and to influence including presentation, reports, social media etc |  |
| **Knowledge** |
| **Essential**  | **Desirable**  |
| Policy and practice relating to reducing homelessness  | Policy and practice related to reducing young people’s homelessness  |
| Statutory and voluntary sector policy environment  | Local statutory, public and voluntary sectors and current environment  |
| Safeguarding policy and effective practice |  |
| Human resource policy and practice/staff learning and development  |  |
| Vulnerable groups and service models that meet their needs | The needs of vulnerable young people and effective services that meet their needs |
| Engaging service users in co-production |  |
| Equality and diversity policy and practice |  |
| **Skills/abilities** |
| Ability to think strategically whilst delivering operationally |  |
| Strong organisational and planning skills and attention to detail |  |
| Able to manage multiple tasks simultaneously, prioritise and remain calm under pressure |  |
| To actively assess risk and make informed decisions confidently |  |
| To work effectively both individually and as part of a team  |  |
| To effectively lead, manage, support, coach and mentor staff to improve performance  |  |
| Excellent interpersonal skills and strong influencing and negotiating skills |  |
| Ability to consult, engage and communicate effectively at all levels with trustees, staff and volunteers, service users as well as externally with commissioners, funders and other stakeholders through a range of media including verbal, presentations, promotional materials and social media |  |
| Ability to network, promote and raise the profile of the organisation and brand identity internally and externally |  |
| I.T. skills to a high level of proficiency, including word processing, spreadsheets, and database systems |  |
| Excellent numeracy, literacy and report writing skills  | . |
| **Personal attributes and behaviours** |
| Committed to supporting the most vulnerable people to achieve their full potential, especially young people |  |
| Self-aware and aware of the impact you have on those around you |  |
| Kind and respectful and protects people’s dignity |  |
| Motivated with boundless energy and enthusiasm  |  |
| Inspires others to aspire to high levels of personal, service and organisational performance  |  |
| Empowers others to reach their potential |  |
| Pragmatic, flexible open to new challenges, ideas and experiences |  |
| Professional, mentally resilient and calm under pressure |  |
| Collegiate or assertive as necessary |  |
| Never stops learning and shares learning with others |  |
| Ability to work flexible hours, including evenings and weekends |  |
| Willing to travel extensively throughout service delivery areas and occasionally nationally when required |  |