

# Service Manager Job Description



## About you

Passionate about running an efficient and effective service allowing your team the freedom to flourish to ensure that people with a learning disability live the best life possible

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"Listening, supporting and including one another is a vital part of working in our People team." Dean

## What you will do

- Deliver high quality customer focused services in accordance with Mencap's values, policies and procedures, and in line with our contractual and regulatory requirements
- Be a visible, inclusive, inspirational leader and role model for your team, demonstrating our values, equity and inclusion in your attitudes and behaviours at all times
- Undertake regulatory responsibilities in line with service type
- Ensure that Mencap is fully involved in community activities within the locality, providing support for people to engage with their community
- Utilise a coaching approach to ensure you team have the freedoms to take informed and equitable decisions within Mencap's policies and procedures, so that they share in the running of the service
- Ensure full use of Mencap's systems by yourself and your team, ensuring all approvals are actioned and that self-service elements of the systems are fully utilised by your team
- Monitor expenditure within the service and ensure it keeps within budgetary parameters
- Build and maintain effective and inclusive relationships with families, commissioners, colleagues, volunteers, stakeholders, health professionals and community groups
- Oversee effective utilisation of colleagues in line with the contractual requirements of the service
- Verify all new starter right to work documentation
- Undertake appropriate quality and H&S monitoring and recording in line with Mencap's processes
- Undertake appropriate incident reporting, investigations and hearings
- Identify and support team development and training needs and training compliance of yourself and team members
- Communicate effectively and honestly with your team to keep them informed, engaged and productive
- Respond to local complaints in line with Mencap's policy
- Participate in on call arrangements



## What you will bring

- A commitment to improving the lives of people with a learning disability from all backgrounds
- An ability to support the team to reflect on incidents, and learning from incidents to develop your own and colleague practice
- Strong coaching skills and an ability to let the team get on with the job
- Integrity and professionalism in all your working practices
- Effective written and verbal communication skills
- Demonstratable IT knowledge and skills in Office 365 and other applications
- A good understanding of profit and loss accounts and cost control
- An ability to understand contractual, regulatory and legal obligations
- Ability to build and maintain strong and inclusive relationships with colleagues and other stakeholders
- An enthusiasm and commitment to community engagement and participation
- Resilience and adaptability to new ways of working
- Strong commitment to embedding equity, diversity and inclusion within working practices and team culture
- Self-aware, reflective and a learning mindset

## About you

A passion for empowering your team and bringing your whole self to work

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"The right attitude and living our values is really important. You need be willing to learn, grow and change for yourself and for Mencap's future." Dean

## Your Experience

- Some supervisory or managerial experience
- Involvement with profit and loss accounts and cost control
- Dealing with a range of stakeholders and community partners
- Dealing with team dynamics
- Applying freedom within a framework

# Who you can expect to work with

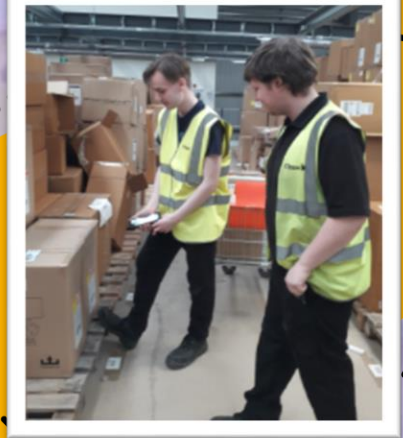
Your team and the people you support

Families, and other stakeholders

The local community

Mencap's enabling teams

Your Area and Regional managers, and other Service Managers



# Mencap's values and how they apply to this role

We are **Passionate** about making the world a better place

You will have a genuine passion for improving the lives of people with a learning disability

We are **Inclusive** of everyone

You will advocate for inclusion in the workplace and be a positive role model for your team members and colleagues

We are **Brave** we challenge and try new things

You will encourage your team members to try new things and step out of their comfort zone, being brave when faced with challenges

We are **Positive** in our work and with each other

You will enthuse about our ways of working, and encourage your team members to follow suit

We are **Kind** to everyone

You will be kind, supportive and encouraging to everyone you interact with