

EXCITED

About the future



Job description

Job title:	Service Manager
Reports to:	Area Operations Manager
Management of:	Service Delivery Team(s)
Department or team:	Personal Support
Job family:	Direct Services
Location:	Rotherham
Role specific requirements:	Work flexibly over a 7-day period, take part in an out-of-hours management on-call rota, able to travel to different work locations, willing to undertake training and personal development activities as required.

Purpose of the role:

The primary role of a Service Manager is to lead a team to provide a customer-focused, high quality service to people with a learning disability and their families. You will have a visible presence within your services. You will set standards for quality, inclusion and excellence. In collaboration with colleagues and stakeholders, your whole focus will be to change lives for the better.

Key responsibilities

The role has responsibilities that focus on three areas: Quality, Leadership and Relationships

- To deliver high quality, outcome focussed services, in accordance with Mencap's systems and processes.
- To take ownership of key tasks, be solution focussed, and ensure the team get things done and holds them accountable.
- To manage the staff rota, effectively utilising IT systems, designated administrative support and staff team to complete routine and ad hoc administrative tasks in a timely, accurate manner. You will not partake in the service rota.

- To be a visible, inspirational leader and role model for your staff team, demonstrating our values and communicating appropriate attitudes and behaviours at all times.
 - To motivate your teams to achieve excellence, making sure people with a learning disability are at the heart of everything we do.
 - To communicate effectively and honestly with staff to keep them informed, engaged and productive.
 - To invest time in supporting staff to develop. Creates opportunities for people to network and build effective professional working relationships.
 - To recruit, develop and retain high performing staff and volunteers to build a team who are positive, motivated and love to get involved.
 - To proactively develop personal resilience for yourself and your team.
 - To build effective relationships with the customer, staff teams, volunteers and stakeholders.
 - To be knowledgeable about the service operating context, finances and the local market, using all information, networks, contacts and resources available.
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Leadership

Effective leadership is the key to the success of Mencap. We have developed a leadership approach that we call 'Our Leadership Way'. See separate document for detail.

Our leaders are able to demonstrate that they have the potential to excel within all elements of the Our Leadership Way framework. Our leaders demonstrate a genuine passion for Mencap and will represent our core values at all times. As a champion of Our Leadership Way you will apply our leadership code to all aspects of your daily working; committed to upholding professional standards within Mencap, you will approach all aspects of your role in an enthusiastic and positive manner. You will also be expected to:

- engage in our appraisal process and ensure all your team members participate fully in this, offering support where needed; and
- promote and engage with our talent programme ensuring high performers are offered specific support and opportunity to pursue their career development in Mencap as far as possible.

Our values



You will role model our five values in all your work activities and also ensure your team displays these values in their everyday work.

Switched on about learning disability

We expect our people to be up-to-speed with the current world of learning disability, know about the challenges and realities people face and understand the impact Mencap is trying to bring about. We expect leaders to have an interest in, and desire to know more about learning disability, and role model this with their teams.

Collaboration

We expect people to be brilliant at collaborating across teams, functions, service types and perspectives so that people with a learning disability and their families receive the joined-up support they need. Leaders will break down silos and cliques and challenge blinkered or habitual thinking. People will know and love all that Mencap does, not just the work they do.

Final comment

This job description is not exhaustive and reflects the type and range of responsibilities and outcomes associated with this role in Mencap.

Person specification

Skills & abilities	Essential/Desirable
Demonstrates the ability to lead, manage and develop a team through inspirational leadership	E
Excellent interpersonal skills, with the ability and confidence to generate and build effective relationships with staff, customers and stakeholders	E
Highly organised with good prioritising and time management skills to meet deadlines	E
IT literate, picks up new systems quickly and uses them to improve performance	E
Demonstrates the ability to work calmly, efficiently and accurately under pressure	E
Negotiation skills and ability to resolve potentially conflicting priorities when dealing with internal and external contacts	E
We expect leaders to have an interest in and desire to know more about learning disability and role model this to their teams.	E
Knowledge and experience	Essential/Desirable
Experience of managing service quality processes	E
Experience of financial management processes	E
Experience of managing a range of service type contracts	D
Knowledge about learning disability	E
Knowledge of social care sector and service types	E
Knowledge of regulatory framework for service types	E
Knowledge about Mencap	D
Qualifications	Essential/Desirable
Holds a QCF Level 5 or equivalent or willingness to work towards (not applicable to domiciliary care/supported living posts in Cymru)	E