



- Job Title:** Service Manager
- Salary:** £33,852 - £37,692 Dependant on Qualification and Experience
- Responsible to:** Deputy Director of Operations
- Contract:** Permanent
- Hours of Work:** This is a full-time post, 37.5 per week, core hours are Monday- Friday 9-5. The post holder is expected to work flexibility to ensure management of the services across the Bridge portfolio. Due to the nature of our work, this role is unable to offer a hybrid option.

Bridge is seeking an experienced management professional to join our management team who will lead teams working across a portfolio of commissioned services.

MAIN DUTIES AND RESPONSIBILITIES:

OPERATIONAL MANAGEMENT

- Positively and proactively leads, manages and coordinates contracted services falling within the remit of the post holder.
- Ensures Bridge services are delivered efficiently and effectively, adhering to service design, expected quality standards and the organisations policies and procedures and in accordance with service contractual expectations.
- Provides direct leadership for colleagues in their day-to-day delivery and quality of service provision.
- Provides operational and direct line management cover for other Service Managers
- Create rotas including late night/ weekend provision where required, balancing service delivery needs with staff, student and volunteer resources available.
- Chair partnership meetings for services delivered by Bridge, ensuring representative attendance, proactively maintain positive relationships with members, overseeing administrative actions such as invites and quality checking minutes.

- Prepare for, attend and contribute to all Bridge governance group meetings attended by Service Managers including Data Quality and Performance, Quality and Compliance and Business Performance Group.
- Deliver presentations on the service to relevant audiences.
- Ensure Bridge health and safety, incident, accidents, complaints, compliments and safeguarding procedures are followed by staff, students and volunteers.
- Investigate linked incidents producing written findings and sharing findings with the Quality and Compliance Group to ensure a learning culture is maintained and lead on implementation of any change processes as required.
- Engage effectively with senior management to contribute to opportunities to develop innovative service delivery solutions for both current and new projects.
- Support the organisations development in areas of specialist knowledge held or as relevant to the post holder's portfolio and to support the implementation of the organisation's business plan.
- To manage any delegated budget in accordance with the related procedures and the organisations financial rules.
- Respond positively to feedback and act where appropriate or advised.

PEOPLE MANAGEMENT

- To ensure all staff, students and volunteers employed/ deployed are inducted, trained and positively supported, following the organisations procedures for supervision, support, training and appraisal. This will include fostering reflective practice supervision processes and formal and informal coaching.
- Build a strong team ethos aligned to the organisations mission, vision and values to drive and oversee service delivery, building a strong, fair and cohesive team for the areas of which you are responsible and support colleagues where required.
- Provide an open and supportive space for operational matters to be raised and discussed by individuals and within teams, enabling the identification of risks and issues and the opportunity for sharing best practice and creating opportunities for service improvement.
- Proactively and positively manage issues such as performance, conduct, absence and sickness ensuring all related policies and procedures are followed for areas of which you are responsible and provide support to management colleagues where required.

SERVICE PERFORMANCE MANAGEMENT

- Working with the Performance Analyst and System Support post holder to ensure all staff are trained and competent in the use of the Eclipse case management system and are fully compliant with data recording processes and workflow expectations.
- Maintain robust weekly oversight of team, management and contractual level reports produced by the organisations Performance Analyst and System Support post holder.
- Proactively recognise and respond to issue such as data recording compliance issues, early indicators of dips in performance or significant variations. Promptly escalate any concerns and take action to mitigate against shortfalls in performance, identifying and sharing learning for positive trends and best practice indicators.
- Effectively plan and deploy staff to secure and maintain service level agreements whilst anticipating and mitigating new pressures.
- Contribute to the completion of service data returns and relevant narrative reports for internal review prior to submission for the relevant commissioner/ funder.

PARTNERSHIPS AND THIRD-PARTY RELATIONSHIPS

- Contribute to Bridge's business development and growth strategies by supporting members of SMT and, where directed, supporting the lead in developing bids, tender submissions and fund-raising initiatives.
- Contribute to the marketing and promotion of Bridge services and capabilities, supporting and delivering elements of the organisation's social media presence and marketing plans.
- Contribute to the sharing of good practice, learning and development of other appropriate neighbouring services in partnership with key posts within such services.
- Broker and develop partnership relationships to make full use of existing community assets for the benefit of people who use our services.
- Contribute to communication of Bridge's service offer, both internally and externally, across partnerships and the community.
- Engage collaboratively and corporately with colleagues across Bridge. Liaise with Commissioners and other agencies where appropriate, sharing best practice.

OTHER DUTIES

- Represent the Director of Operations/ Deputy as required.
- Produce monthly reports on operational performance for SMT.
- Play an influential role in the organisation's governance group meetings.
- Keep up to date with changes in legislation, policy or practice that will impact on the delivery of services.

| Essential | Desirable |
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| Experience and qualifications | |
| 4 years full time (or equivalent) experience of management within a relevant sector. | A relevant management qualification. |
| Commitment to ongoing professional development and training. | |
| Experience of working in a multiple and complex needs setting. | |
| An experienced leader with the ability to motivate staff. | |
| Experience of recruiting, managing, mentoring and coaching staff. | |
| Experience of working with safeguarding issues. | |
| Experience of working in a trauma informed way. | |
| Experience of Chairing meetings. | |
| Skills and knowledge | |
| Good understanding of contract management and performance management of contracts. | |
| Excellent organisational and interpersonal skills. | |
| Excellent negotiating skills, able to persuade and influence others, including at senior level. | |
| An understanding of equalities issues and inclusive service delivery. | |
| Capable of working under pressure and setting and achieving targets. | |

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| The ability to communicate effectively (both verbally and in writing) with a range of stakeholders in an appropriate and professional manner. | |
| Discretion and the ability to maintain confidentiality at all times in relation to business and personnel matters. | |
| Excellent presentation skills. | |
| Awareness of Health and Safety issues. | |
| Good IT skills (Microsoft Office, including Word, Outlook, Powerpoint and Excel). | |
| Other | |
| An empathy with Bridge's aims and objectives. | |
| A positive, enthusiastic, firm and friendly manner. | |
| Good standard of personal presentation at all times. | |
| Willing to contribute to the training and development of others. | |
| Willingness to work within a performance managed environment and contribute to performance reporting. | |
| Willingness to be flexible around working hours. | |
| Ability to travel and attend meetings at different locations | |
| Full driving licence and access to a car for work purposes. | |
| A willingness to undergo an Enhanced DBS check. | |