

Role Description: **Service Manager**

Role Title:	Service Manager
Reports to:	Executive Committee - Trustees
Direct Reports:	Deputy Manager (Services), Deputy Manager (Finance and Admin), Training Coordinator, Group Leaders (4)
Location:	Melton Mowbray, Chapel Street, LE13 1LZ
Salary and Hours	£38,000 – £42,000 Pro rata, according to experience 24 hours per week Requirement to share on-call out of hours duties on a rota basis
Summary of Terms:	Part time, permanent post Subject to a satisfactory 6-month probation period The post is wide ranging and consideration may be given to suitable candidates who would job-share different aspects of the post Appointment of the successful applicant is dependent upon completion of an enhanced DBS check, ensuring that the most suitable people are appointed to roles working with vulnerable groups

Role Purpose

The role of the Service Manager is to provide Melton Mencap (MM) with effective leadership and operational management in meeting its charitable objectives and strategic goals. The Service Manager will work closely with the trustees to deliver the Strategic Plan, employing the resources necessary to ensure sustainability of the organisation. The Service Manager will liaise closely with the Deputy Managers who will undertake specific roles and deputise as required.

The Service Manager will undertake the role of registered manager and ensure compliance with the Care Quality Commission.

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post detailed above. Any other substantial or major changes will be subject to negotiation.

Governance

- Attend Leadership Team and Executive Committee meetings to an agreed timetable.
- Prepare reports to enable Trustees to make decisions on matters of strategy, policy and finance.
- Ensure compliance with relevant regulatory and statutory requirements.
- Keep Trustees informed on operational and policy issues, developments in good practice and changing guidelines.
- Ensure that all policies are complied with or inform Trustees of non-compliance.
- Report to the Executive Committee any significant matters, in particular concerning safety or affecting the integrity or reputation of MM.

Personal Support Service

Organisation of the Personal Support Service, is the principal role of the Deputy Manager (Services). The Manager, while carrying overall responsibility for this service, will share the running of it with the Deputy to ensure cover throughout. The Manager will also share with the Deputy the out of hours on-call contact for staff.

- Provide a person centred service where needs of the individual are paramount.
- Maintain sustainability of the service, ensuring quality and high standard delivery of support.
- Produce individual support plans and risk assessments and review as required at least annually, in cooperation with the appropriate agencies.
- Recruit, train and support the staff team, providing a 24-hour support service.

- Support individuals through crisis, working closely with support staff to ensure they are supported too. (E.g. illness, bereavement, hospital admission)
- Ensure payment for services is secured by effective agreements, private or external.

Group, Club and Summer Scheme Activities

- Overseeing the delivery and development of a wide range of leisure, social and life-skills activities.

Establishment

- Line management of staff and to ensure efficient running of the organisation.
- Development and maintenance of secure systems for control and recording of all personal data, financial and IT matters and ensuring full compliance.
- Maintenance of the premises and equipment, using authorised contractors as required.
- Keep the Board informed of matters requiring improvement, repair or replacement.
- Ensure fire alarms, fire-fighting equipment and records are in good condition and up to date.
- Ensure gas safety certificate is kept up to date and any other legal requirements are met.

Human Resources

- Responsibility for the employment of around 70 staff, mostly working part-time.
- Ensuring compliance with employment legislation and maintaining appropriate employment records, including contracts of employment, pay and conditions, pensions.
- Recruitment, induction training, support and supervision of staff and volunteers.
- Sustaining an ethos which ensures staff know they are valued and cared for.
- Encourage open communication between staff and management.
- Ensure compliance with Health & Safety measures and appropriate application of risk assessment across all services.
- Evaluation and review of services to monitor quality.

Financial management

- Support the Deputy Manager (Finance and Admin) in preparation of the annual budget, in close consultation with the Treasurer for approval by the Board.
- Setting budgets and targets for each service and activity with the responsible staff, and applying regular monitoring and control.
- Overseeing the work of the Deputy Manager (Finance and Admin), ensuring statutory compliance, effective control of banking, cash-flow and reserves. Timely control of invoicing, receipts and payments.

Income Generation

- Negotiation of agreements, including setting and review of fees, with Local Authorities for commissioning of Personal Support services.
- Promotion of our services for individual support where appropriate, e. g. by direct payments.
- Working with Trustees to generate adequate funding for all leisure and social clubs and activities via grants, fees, subscriptions and active fund-raising.

External Representation

- Foster and develop excellent relationships with professionals in the children's and adults social care, health and welfare services.
- Maintain an awareness of the local learning disabilities community in order to promote and develop our services.
- Maintain reputation and profile in the local community, forging links with businesses and other organisations to gain support for our work.
- Contribute to the ongoing development of the website and use of social media for marketing our services and enhancing the reputation of Melton Mencap at every opportunity.

Person Specification

Requirements	Essential / Desirable	Application / Shortlisting	Interview
Ability to lead, manage and develop a team through inspirational leadership	Essential		0
Excellent interpersonal and communication skills, including ability to communicate effectively with people with a learning disability	Essential		0
Good organisational and time management skills	Essential		0
Ability to work on own initiative and with minimal supervision	Essential		0
Proficient use of IT and working knowledge of Microsoft Office, emailing and use of the internet	Essential	0	
Experience			
Working in a management position or comparable role	Essential	0	
Financial responsibility including setting and managing budgets, cash flows and financial models	Desirable	0	
Securing and sustaining successful partnerships and networks	Desirable	0	
Tendering for contracts, securing sources of funding	Essential	0	
Market awareness with ability to develop opportunities according to market conditions	Desirable	0	
Demonstrable success, ideally within the voluntary sector	Essential		0
Previous experience in working with children and adults with learning disabilities	Essential	0	
Understanding of recruitment, working with and supporting volunteers	Essential	0	
Experience of working in, or a clear understanding of, the voluntary sector	Desirable	0	
Knowledge			
Commitment to and understanding of equal opportunities, diversity, human rights especially in the area of learning disability and their implications for management and organisational development	Essential		0
Understanding of legislation involved in running a registered charity and company limited by guarantee	Desirable		0
Knowledge of legislation and systems for safeguarding children and vulnerable adults	Essential		0
An understanding of marketing and organisational development	Desirable	0	
Health & Safety and Risk Assessment	Essential	0	
Knowledge of monitoring and evaluation methods	Desirable	0	
Understanding of the Care Quality Commission and implications for Melton Mencap	Essential		0
An understanding of RIDDOR and associated responsibilities	Desirable	0	
A sound understanding of the needs of children and adults with learning disabilities and their families, and services which relate to them	Desirable		0
Basic understanding of benefit system for people with disabilities, families and carers	Desirable		0
Additional			
Able to be flexible working outside normal working hours, evenings and occasional weekends	Desirable		0
Eligibility to work in the UK	Essential	0	
Valid driving licence and own transport	Essential	0	

About Melton Mencap

Service Manager

We need a Service manager with passion and drive, who can develop and our lead our team to positively change lives for the better. It's hard work but amazingly rewarding. Have you got what it takes?

About Melton Mencap

Melton Mencap is a small independent charity and company limited by guarantee, affiliated to the Royal Mencap national charity. We work to enhance the lives of people with learning disabilities and their families and enable them to live their lives as they choose.

Organisation

Our Executive Committee of Trustees are our governing body and strategic leadership as a team of volunteers with a personal interest in the work we do.

As a support link between the strategic and operational areas of what we do, our Leadership Team consists of small number of trustees with the Service Manager and Deputy Managers.

The Management Team and core office staff are responsible for overseeing our day-to-day operations and delivering our services in the local community.

Melton Mencap Centre

We have a main hall where many of our activities take place. We have a wide variety of equipment available for activities. Our building design allows wheelchair access without the need for ramps or lifts.

Our Services:

We provide a range of services for both children and adults including personal support and activity groups. We provide for people of all ages who have learning disabilities from mild to profound, to people on the autistic spectrum as well people who also have physical disabilities ranging up to severe and profound. Our reputation is for delivering high quality services that deliver to meet an individual's own needs, interests, choices and goals as stated on their support plan. These can include independence, life skills, socialisation, being part of the wider community and experiencing new activities and places.

- **Personal Support**

We provide support to individuals helping them to live as independently as possible in the community, or enabling respite for their families and carers. This service, commissioned either via framework agreements with the Local Authority social services or engaged directly by the user or their family, accounts for about 80% of our turnover.

- **Group, Club and Summer Scheme Activities**

We provide a range of social and leisure activities in a range of clubs serving various age-groups and interests. These are run throughout the year by skilled group leaders assisted by support staff and volunteers. Clubs for children are usually based at our centre, with older groups generally enjoying leisure and social time out in the community. These are supported significantly by charitable grants, fund raising and donations as well as user contributions.

- **Parent/Carer Support**

We work very closely with families endeavouring to establish consistent and coordinated care for the people we support; their time under our support provides respite for parents and carers. Maintaining "open door" communication and assisting in referral to appropriate services is valued support.

How to apply

Application

We require a Curriculum Vitae (CV) giving an overview of your past employment, education and training. In addition, please produce a Cover Letter explaining why you are interested in the position and your suitability for the role.

Both parts of your application should be submitted to trustees@meltonmencap.org.uk by **Friday 21st August**.

A review panel will short-list suitable applications for interview, with notification within **7 days**. We also shall endeavour to inform all unsuccessful applicants at this stage.

Interviews will take place week commencing **31st August**, and shall be agreed with the candidate to suit availability for all.

Please be aware that interviews will be conducted in person at the Melton Mencap centre, within COVID-19 secure environment.

Questions and informal discussion

For any questions please contact Simon Bailey at simon@meltonmencap.org.uk or call 01664 564 237. Our office is currently open part-time as we begin to resume services, therefore please leave a message and we'll get back to you.

If you wish to speak to our Chair of Trustees, please contact trustees@meltonmencap.org.uk

Further information

Please visit our website at www.meltonmencap.org.uk