

Services Manager

Length of contract:	Permanent (Subject to continuance of funding)
Salary:	£35,000.00
Based at:	Accrington Head Office/Hybrid work pattern
Hours:	37 hours
Responsible to:	Service Delivery Director
Responsible for:	Contract Management and Service Delivery

Job Overview

The Services Manager will support the development of high-quality, equitable, and accessible advocacy services throughout Advocacy Focus' contracted areas. Working alongside the Service Delivery Director to support the delivery of all advocacy contracts which will be pivotal to the growth and development of our advocacy provision. This role is key in quality assurance of advocacy delivery, training, and development of advocacy staff, and supporting the SD to maintain contracts. The Services Manager will be responsible for the personnel management of the experienced Advocacy Management team to further support their overall development and growth. The role will require a values driven approach, with the wellness of the team and organisation at the forefront of all activities.

Main Duties and Responsibilities

- Coordinate advocacy services in line with Advocacy Focus' objectives, policies, and business plan and review/monitor that service provision is being delivered to a consistent high quality and that services provided are effective, efficient and in accordance with all statutory and contractual requirements.
- Promote and contribute towards a positive workplace environment and organisational culture and support the Senior Leadership Team in its' development and implementation.
- Build and maintain positive working relationships with stakeholders and partners, identifying opportunities for development, collaboration, and sustainability of advocacy services. In addition, promote the rights, equality, diversity and needs of people using the service by ensuring they are respected and valued as individuals.
- Identify gaps in service delivery, highlight potential funding streams and develop a strategy with the Service Delivery Director (SDD), CEO and Board to ensure equity and accessibility to advocacy support.
- Forward-facing role with stakeholders and partners to further the understanding of high-quality advocacy, accessibility and the positive outcomes it can achieve.
- Provide high quality support and management to the advocacy management team working across our contracts.
- Support the SDD to meet all service outcomes within agreed budgets and to statutory timescales.
- Play a key role in the development of local partnerships, networks, and new opportunities across our geographical footprint.
- Identify any innovative forward-thinking practices to generate additional income in liaison with SLT.
- Work collaboratively with the Volunteer Manager and team to enhance our service offer via highly trained and motivated volunteers.
- Carry and maintain a small advocacy caseload
- Attend appropriate external meetings to meet commissioners and key stakeholders.
- Support the SDD to implement, monitor and evaluate service delivery against, national quality, performance mark standards, and good practice.

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- Carry out regular monitoring and evaluation taking an active role in improving and developing the service.
- 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.
- Work flexibly across all of Advocacy Focus', service delivery areas when required.
- Maintain accurate monitoring and recording systems.
- Collate and share data with the SDD, highlighting changing service user needs and the likely impact on service delivery, which will contribute towards strategic planning.
- Ensure strict confidentiality is maintained in line with policy and Advocacy Standards.
- Assist the SLT and management team with maintaining QPM status, IIP, and IVV status
- Develop and maintain positive working relationships with people who use our services, carers, health and social care stakeholders and other relevant agencies.
- Play an active role within the Advocacy Focus management team.
- Work within and comply with quality management systems.
- Develop and deliver promotional work to better inform people/organisations of advocacy and its benefits in enabling the clients voice to be heard, and to raise the profile of Advocacy Focus.
- Undertake duties in line with safeguarding and data protection principles.
- Produce reports for the SLT and others as required.
- Work as a member of the Advocacy Focus team, attend and play a key role in bi-monthly team meetings, management meetings, and attend training as necessary.
- Attend regular supervision/appraisal sessions with the SDD.
- Represent Advocacy Focus at various meetings across our service areas as required and provide feedback to the team.
- Facilitate presentations and training sessions to internal and external colleagues when required.
- Be available to work occasionally in the evening and weekends as required.
- Work within Advocacy Focus' policies and procedures.
- Responsible for identifying areas for personal development.
- Undertake any other duties as commensurate with the grading of the post.

Person Specification – What we need from you

This section outlines the things we need from a Services Manager. You will see you don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

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.

Don't meet every single requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. At Advocacy Focus we are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways. You may just be the right candidate for this or other roles.

Education and training

Essential	Desirable
Significant non-statutory and statutory advocacy experience at management level or equivalent experience	Degree level qualification, ILM or CMI qualification in leadership and management or associated qualifications
Independent Advocacy qualification	Experience of contract reporting and relationship management

<p>Minimum 1 years' experience of:</p> <ul style="list-style-type: none"> • service management • project management • relationship management of partners and stakeholders 	Change management experience at team and organisational level
Ability to deliver presentations at a level appropriate to the audience	Experience of developing and working in line with business and strategic level plans
Excellent report writing and data analysis skills	
The ability to drive and a full UK drivers' licence	
Achievements, experience, skills & abilities	
Essential	Desirable
Proven service development capabilities	Statistical data/trends analysis experience
Excellent interpersonal skills, strong influencing skills	Knowledge and experience of a range of local statutory and voluntary sector organisations that work with the client group
Ability to consult and communicate effectively at all levels with trustees, staff, and volunteers and externally with benefactors, grant making trusts, commissioners, and beneficiaries, using both verbal and written skills	A commitment to personal development and training
Ability to network, promote and raise the profile of the organisation and brand identity internally and externally	Experience of working in a work team setting
Ability to make decisions with a proven track record of balanced decision making	Experience of coaching and mentoring colleagues to improve practice
Committed to supporting and developing the cultural development of the organisation, with a focus on workplace wellness for the team	
Knowledge and understanding of the principles of advocacy and empowerment, and an awareness of the issues involved for people who use services, service providers, and planners	
Innovative, creative, flexible, and enthusiastic	
Pragmatic and flexible in approach, with a focus on delivery, service, and quality	
Professional, mentally resilient and calm under pressure	
Balanced approach, collegiate or assertive as necessary to ensure excellent service delivery	
I.T. skills to a high level of proficiency, including word processing, spreadsheets, and database systems	

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Willing to travel extensively throughout service delivery areas	
Ability to be flexible and open to new challenges, ideas, and experiences	