**Contract:** Fixed term until 31 March 2025, full-time (35 hours per week)  
**Based at:** Nottingham. Regular travel required between delivery locations in Nottinghamshire and the High Peak

**Salary:** £37,000 to £39,000 per annum

*This contract is 30% funded through the Pioneer Work & Health Programme and 70% funded through the Work & Health Programme.*

**1. MAIN PURPOSE OF THE ROLE**

The Service Manager has direct responsibility for the performance of the Chamber’s Work & Health Programme and Pioneer projects – projects funded by the Department for Work and Pensions (DWP) and contracted by Reed in Partnership – ensuring services are delivered to the highest standard and contractual targets are met.

The role leads service delivery and provides supervision/guidance to a team of Senior Employment Specialists relating to delivery and compliance issues. They also act as a support mechanism for complex staffing or caseload issues.

A key focus for the role is to lead and develop colleagues to achieve their full potential and transform the service delivery to an Individual Placement and Support (IPS) approach that meets the IPS fidelity scale principles.

**2. POSITION IN ORGANISATION**

* Reports to Head of Employment Services.
* Management of Senior Employment Specialists.
* Day-to-day liaison with HR, Recruitment and Engagement team, Employment Specialists, Reed in Partnership and contract stakeholders.

**3. DUTIES AND KEY RESPONSIBILITIES**

Operations Management:

* Lead a team of Senior Employment Specialists to meet contractual needs and ensure team members operate efficiently, are well informed, trained, compliant and provide great customer service.
* Implement the IPS fidelity scale and ensure service delivery adheres to the principles, operating within a quality framework that meets Chamber and Reed in Partnership standards.
* Ensure that the programmes operate within the agreed plans and meet operational KPIs and contractual targets.
* Effectively manage staff/team performance and absence management following guidelines provided through the relevant policies and procedures.
* Encourage and maintain effective communication by holding daily huddles and weekly performance reviews with team members including sharing information across the pan-partnership delivery team, facilitating best practice and continuous improvement.
* Ensure the people we support are heard and their feedback is appropriately acted upon formally through surveys and forums and informally through interactions.
* Ensure client involvement and co-production is established and embedded across the programme.
* Ensure team members operate safely, appropriately and within legislative guidelines.
* Capture and analyse performance using management information, to recognise potential performance risk, assess performance of participants, identify those interventions that are most effective in supporting the participant journey and identify innovative opportunities.
* Undertake qualitative observations to monitor service delivery and provide relevant feedback to help improve team members.
* Mentor and coach team members and co-ordinate development actions and training interventions to ensure all staff reach their potential.
* Ensure an effective yet proportionate approach is taken to risk management.
* Cascade information and disseminate company briefings through clear concise written communication and a regular programme of formal and informal team meetings.
* Provide regular and timely progress reports and forecasts.
* Manage the programmes to achieve constructive and effective internal relationships with other programmes and departments.

Relationship Management:

* Maintain positive relationships with key stakeholders such as Reed in Partnership, local health and wellbeing support partners, Primary Care team, VSC organisations, employment providers and other service providers.
* Attend employer visits with the recruitment and engagement team, coaching and supporting to achieve referrals and displaying professional behaviours.
* Identify partner requirements considering current and anticipated caseload need and support the planning process.
* Contribute to partnership development, particularly gaining new business and retaining existing partnerships.
* Review partnership performance and contractual milestones, providing reports as required.

Other:

* Adhere to administrative and data capture protocols and keep accurate and complete records of casework.
* Work independently, reliably, and deliver consistently to deliver effective IPS practice.
* Ensure that effective monitoring and evaluation systems are adhered to and keep abreast of changing practice within vocational rehabilitation.
* Co-produce service development with service users where possible.
* Collect Good News Stories from people accessing the service.
* Partake in continuous learning about mental and physical health conditions, their impact and how they can be managed and undertake mandatory training as required.
* Protect the organisation's value by keeping information confidential and ensuring all personal data is held in accordance with GDPR.
* Meet Health and Safety requirements and Compliance with Equal Opportunities and hold others accountable.
* Carry out any other reasonable duties as required by the management team.

**4. PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Knowledge**   * Knowledge of Work and Health Programme contractual procedures and audit requirements * Knowledge of IPS principles and fidelity scale | essential  essential |  |
| * Knowledge of the Derbyshire and Nottinghamshire employment support landscape * Understands key performance indicators and budgets | essential  essential |  |
| **Experience**   * Demonstrable experience of working in the welfare to work or employability sectors * Experience of working in a fast-paced performance target driven environment * High quality line management experience in a target orientated business environment * Contract and stakeholder management experience | essential  essential  essential  essential |  |
| **Qualifications**   * Level 3 qualification or higher in a relevant topic such as psychology, sociology, social care/science * Hold a Level 3 or equivalent qualification in team leading/people management * Level 2 or higher Mental Health Awareness qualification * Level 3 Advice and Guidance or Employment Related Services qualification * Qualifications in Social Work OR topics relevant to welfare to work programmes | essential  essential  essential | desirable  desirable |
| **Skills and abilities**   * Able to envision and gain investment from team members for value-adding business solutions and innovation * Excellent organisational and administration skills * Strong communication (written & oral skills) * Strong drive for results and a high level of resilience * Excellent facilitation and consultancy skills * Highly motivated - can work as part of a team and independently * The ability to check eligibility documentation for accuracy * Excellent skills in Microsoft Office, Cloud based applications and Customer Relationship Management systems * Excellent time management and adherence to deadlines | essential  essential  essential  essential  essential  essential  essential  essential  essential |  |
| **Personal attributes**   * Supports others and works well with a team * Creative, challenges tradition and takes responsibility * Creative and challenges tradition * Must be dependable, reliable and trustworthy * Must be able to exercise tact and diplomacy at all levels and show empahty * Must be able to work under own initiative * Full driving licence (able to drive in the UK for business purposes) * Access to own transport, and willing to travel to delivery sites across Derbyshire and Nottinghamshire * Must be prepared to work flexibly in terms of working hours * Able to pass an enhance criminal record check | essential  essential  essential  essential  essential  essential essential essential  essential essential |  |

 **5. OTHER INFORMATION**

This role operates within a face-to-face delivery model (working from Chamber offices, in the community and within customer premises) and therefore not suitable for home working.

Employee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_