

JOB DESCRIPTION: Services Manager (1 FTE)

REPORTS TO: Head of Services

LINE MANAGES: Team Leaders (up to 5)

PURPOSE

To lead, develop and grow Back Up's services for people affected by spinal cord injury. The postholder will provide direct line management to the team, while driving initiatives to ensure the ongoing sustainability of the services within their remit. Using proven project management methodologies, they will take direct responsibility for the growth and success of Back Up's portfolio of services.

VALUES

All roles at Back Up should reflect our core values:

We embrace challenge

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

We have fun

We believe that having fun allows us to connect with others, whilst opening up opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

We build inclusive communities

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

We are ambitious for each other

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

RESPONSIBILITIES

Lead and Develop Services

- Take overall responsibility for the ongoing development and leadership of the services within the postholders remit.
- Operate within the processes, timescales and project management disciplines of Back Up, ensuring that the services within the postholders remit adhere to all policies and operational guidelines.
- Continually look for opportunities to develop services, managing relationships to evidence need and develop sustainable business cases.

Sustainability

- Lead on designated funder relationships, fostering a positive vision of Back Up and ensuring ongoing communication, reporting and performance metrics are available.
- Work closely with colleagues across Back Up to take responsibility for the ongoing sustainability of the services within the postholders remit.
- Identify, develop and manage diversified funding for the services, which may include but are not limited to statutory, commercial and community funding streams.
- Take overall responsibility for the budget and financial performance of the services, supporting the team to provide day to day fiscal oversight.
- Drive Back Up's approach to impact and outcome measurement within the agreed framework – continuously looking for opportunities to improve how Back Up evidence delivery against the strategy.

Line Management

- Provide excellent line management support to the services team within the postholders remit, offering cross organisational support where required.
- Follow Back Up's performance management procedures to support staff to thrive and achieve in their roles.
- Identify and pursue development opportunities for self and staff to establish a culture of continuous improvement.

Other duties and responsibilities

- Maintaining accurate records on the database, adhering to all relevant policies and procedures
- Be a 'Data Champion', leading by example on the importance of good data practice and hygiene.
- Prepare and present reports and information relating to services performance.
- Work as a team, consulting with others to ensure you give and receive high quality support
- Keep Back Up informed of the issues affecting people with spinal cord injury
- Team planning and activities
- Participation and support to the wider organisation as reasonably required

- Other duties as required by the Head of Services

KEY RELATIONSHIPS

The post holder will be required to proactively engage with staff, volunteers and people affected by spinal cord injury, including but not limited to;

- Back Up Services staff and volunteers
- Back Up Fundraising staff and volunteers
- Back Up Communications staff
- Back Up's Senior Management Team
- Service Users and their families
- Service delivery, operational and/or corporate partners as required
- Funders, partners or other stakeholders supporting the ongoing sustainability of Back Up and its services

PERSON SPECIFICATION

Requirements

- Work flexibly within a team and communicate well with other colleagues, ensuring transparency and accountability in their work and that colleagues, including managers, are briefed on potential issues.
- Taking a proactive approach to problem solving
- Appreciate and learn from others to inform your work

The postholder will need to be highly organised in relation to work programming and in time management, with excellent attention to detail and ability to adapt to changing programme requirements.

The postholder is specifically required to work in a proactive manner, identifying problems and proposing solutions and alternative courses of action whilst promoting Back Up's values at all times.

The postholder will be required to:

- To use Back Up's electronic communications systems, database, spreadsheets, word processing packages and templates competently and promote good data management practices. Support the wider teams to analyse, interpret and present data and information to highlight positive outcomes, issues and risks to support and enable decision making.
- Adhere to risk and safeguarding management plans and ensure service procedures for managing risk are followed, seeking appropriate advice and authorisation from managers where required.

Essential Requirements

- Project and/or Programme Management Qualification, Skills and/or demonstrable experience in a similar setting (PRINCE2/Agile/similar desirable)
- Understanding of the barriers to employment experienced by disabled people
- Entrepreneurial approach to service development
- Sound financial and analytical skills and experience
- Excellent skills in the use of MS Office365 suite of products
- Relevant qualifications and training – or demonstrable experience relating to the role responsibilities
- Knowledge and understanding of the issues related to those affected by spinal cord injury
- Commitment to continued professional development

Skills and Abilities

- Ability to build constructive positive relationships with both external and internal contacts to achieve results.
- High level of interpersonal skills, tact and diplomacy to relate positively to stakeholders and promote good relationships.
- Excellent planning skills and disciplines
- Ability to communicate confidently with people at all levels
- Ability to help colleagues to interpret and understand data and reports
- Ability to represent Back Up appropriately to service users, senior managers and external stakeholders

Experience:

- Demonstrated experience in service and product development.
- Experience or knowledge and understanding of funding streams, commissioning practice and commercial product development.
- Demonstrated experience and understanding of impact and outcome measurement.
- Experience of managing a workload with competing demands.
- Services supporting people with disabilities (desirable)
- Personal experience of spinal cord injuries and the issues surrounding them (desirable).

Knowledge of:

- Working practices and the ongoing challenges facing the voluntary sector
- Care Act 2014, Children and Families Act 2014 and other legislation affecting the lives of children, young people and adults with disabilities
- Spinal cord injury or physical disabilities