

## Job Description

**Job Title:** Service Delivery Manager

<b>Line Manager:</b> Leadership Team (specific line manager to be confirmed)
<b>Hours:</b> 37 hours p/w (min 30 hours)
<b>Salary:</b> £32,500 - £35,000 p/a FTE
<b>Type of Contract:</b> Permanent
<b>Location:</b> Dudley and Wolverhampton Offices/ Venues / Home Working

### Main Job Purpose

- To line manage teams of front-line client facing staff supporting service delivery standards, quality and contract compliance across advice and non-advice contracts that we hold with multiple funders
- To drive a culture of continuous workforce development where a supportive approach is adopted
- Working in collaboration with the operational leadership team to maintain quality across services, you will need to inspire and motivate your teams and provide focussed individual support where necessary to achieve internal and external quality and KPI standards
- Be responsible for ensuring the provision of high-quality advice services by working alongside the OLT and Senior Leadership Team
- Be accountable for ensuring positive performance management of the workforce to achieve consistent quality and contract/org KPIs and to work alongside individual staff who need additional support to achieve expected standards
- A member of the operational leadership management team (OLT) in the organisation.

### Advice Work and Casework

- To ensure that the contracts within your portfolio of services including new contracts secured through business growth conform to quality standards as per Citizens Advice Membership Scheme and our other internal/external accreditations
- To ensure contract compliance is met throughout the organisation and any issues are proactively addressed alongside other members of OLT

### Business Development and Strategy

- To be responsible for contributing to the development and implementation of the organisation's business plan
- Be responsible for implementing all organisational strategies and where appropriate take on an operational lead
- To be involved in business development opportunities as identified by the Senior Leadership Team

### Quality

- To ensure quality and compliance is of an excellent standard
- You will identify the best quality tools and execute investigations / analysis in order to improve workforce competency and quality across the organisation, and support our brand reputation
- Support in the development of short, medium and long-term objectives and be responsible for implementing and monitoring these objectives in collaboration with the rest of OLT
- Attend meetings, when required, with key external stakeholders and deliver on actions identified to ensure robust compliance and quality standards are consistently achieved.
- Contribute to the compliance of 5 Performance Quality Framework (PQF) areas as part of our membership with National Citizens Advice, when needed: Client experience, Quality of Advice, People Management, Leadership, Financial health

### Staff Management

- Formally line manage various teams of client facing staff over multiple 0advice and non-advice contracts
- To undertake regular team meetings in line with the organisation's quality expectations
- To undertake regular formal supervisions and review meetings

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best
- Monitor and track performance progress, achievement of deadlines and support staff as appropriate
- Work alongside the OLT and SLT where advice staff are falling short of expected quality and/or contract KPI's to achieve required standard.
- Encourage good teamwork and lines of communication between all staff
- Ensure the contracts are appropriately staffed at all times to achieve the expected standards

#### **Research and Campaigns**

- To ensure the development of social policy in line with our business plan
- To assist with social policy work as required by the organisation

#### **Training**

- To assist in the recruitment and selection of paid staff and volunteers
- To support the development and delivery of training in collaboration with OLT, which will be cascaded to the workforce (paid and volunteers) as required by the organisation

#### **Administration**

- To ensure that all reports required internally and externally are completed to the expected standard
- To ensure team rotas are completed to support delivery of services across all contracts
- To be responsible in providing organisational updates internally and externally to the organisation (where appropriate)

#### **Professional Development**

- Keep up to date with current/new legislation, case law, policies and procedures and attend appropriate meetings
- To be responsible for identifying own training needs and attend courses as agreed with the line manager.
- Attend relevant internal and external meetings as agreed by Senior Leadership Team
- Prepare for and attend operational leadership and management team meetings, supervision sessions and appraisals

#### **Other Duties and Responsibilities**

- To deliver presentations internally and externally to the organisation as required
- To comply with the policies, procedures and guidelines of the organisation
- To abide by health and safety guidelines and share responsibility for own safety and that of colleagues and clients, and act with efficiency to resolve any issues
- Work cooperatively with colleagues and encourage good teamwork
- Be flexible and prepared to travel around Dudley Borough, Wolverhampton City and wider Black Country as necessary to undertake required duties as appropriate
- Promote the aims, principles, policies, interests and wellbeing of the Service and to protect its integrity and reputation
- Anything else that may be required from time to time by the Senior Leadership Team consistent with the job role

**Signature of Post Holder:**

**Date:**