



SERVICE MANAGER JOB DESCRIPTION

TITLE: Service Manager

LOCATION: CHANGES BRISTOL Office (currently situated at The Barton Hill Settlement, 41-43 Ducie Road, Lawrence Hill, Bristol, BS5 0AX
Work will also take place remotely at sites where services are provided

HOURS OF WORK: 37.5 hours per week

5 days a week, or part there/of as a job share/part-time role, it will require some flexibility and out of hours working

RESPONSIBLE TO: Project Manager

JOB SUMMARY:

You will be joining the charity at an exciting time. We are growing and developing new IT systems, adding new services and will be moving to a new office as we've outgrown the current one.

Your main responsibility as a Service manager will be to ensure our peer support groups operate effectively and smoothly; you will supervise volunteers and staff; promote the service; network; and organise/deliver training and drive the service forward. Joining our small and vibrant team, you can expect a good amount of admin and ad hoc tasks, therefore you will need strong skills to prioritise, organise your workload effectively and delegate when needed.

Core Duties and Responsibilities

1.1) Delivering the Changes Support Group Service

- Ensure the support meetings operate correctly and safely
- Provide meeting cover when required
- Ensure the service is delivered correctly, empathetically, safely and professionally
- Manage service user issues (complaints; feedback; involvement)
- Recruit facilitator volunteers
- Arrange venue hire and liaise with venue providers
- Maintain and improve meeting materials (modules, membership packs, signposting folder)
- Manage facilitator expenses and other meeting costs

1.2) Other Changes Service Provision

- Manage other associated Changes services as directed by the Project manager
- Manage Facebook Group/online forum/online support
- Manage workshops
- Manage new service development agreed by the Trustees
- Manage Social events
- Assisting with maintaining and developing relationships with partner organisations
- General networking
- Attending volunteer fairs
- Operating information stalls when necessary

1.3) Monitoring Data

- Ensure monitoring data is collected and input for the service and ensuring this is up to date and presented to the Board/other management
- Manage evaluation data for projects
- Manage the survey questionnaires for the quality of service and equalities data
- Ensure the appropriate administration for the service is maintained

1.4) Volunteer Training and Support

- Organise the administering of the training for volunteer facilitators
- Carry out the training courses or organise a qualified trainer/ and/or trainers to deliver the course and other bespoke training sessions
- Review the training and update as necessary

- Arrange external training for volunteers
- Ensure support and supervision sessions are carried out in accordance with charity guidelines and best practice
- Ensure the necessary DBS checks are completed
- Assess training needs
- Send out facilitator bulletins each week to ensure facilitators are aware of current developments and notices
- Keep personnel files up to date
- Liaise with volunteers
- Organise volunteer meetings and social events
- Supervise and train office volunteers

1.5) Office Duties

- Attend the Office as necessary
- Provide cover for other members of staff during holiday periods, illness etc
- Answer phone enquiries and deal with visitors to the charity
- Filing
- Answer emails to the Service manager, volunteering and general office email accounts in a timely manner
- Send relevant emails and communications to the Project manager
- Administer the website
- Send out leaflets to organisations and individuals
- Continue with the updating of digital media including the website

1.6) Reporting Duties

- Provide monthly reports to the Board of Trustees and provide any information they require to ensure the service is running properly
- Log incident, critical incidents and complaints and reporting these incidents to the Project manager
- Input and authorise necessary financial transactions
- The post will be line managed by the Project manager who will require various updates and reports as necessary for the running of the charity

1.7) Safeguarding Officer

- The Service manager will also be the designated Safeguarding Officer as stated in the Vulnerable Adults Safeguarding Policy

Other Responsibilities

To keep up to date knowledge of the third sector in Bristol and the surrounding area

To keep up to date knowledge of Mental Health provision in the Bristol and South Gloucestershire area

To work with the Project manager and Trustees to coordinate future development of Changes Bristol

To undertake any tasks and other duties deemed appropriate by the Trustees and/or the Project manager

To maintain good working relationships with other members of staff and volunteers

To represent Changes Bristol in a professional manner