

**SERVICE MANAGER JOB DESCRIPTION**

**TITLE: Service Manager**

**LOCATION:** Changes Bristol Office, 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: 22.5** hours per week

3 days a week as part of a job-share (ideally Mon-Weds), it will require some flexibility and out of hours working.

**SALARY:** £22,000 to £25,000 pro rata

**RESPONSIBLE TO:** Project Manager

**JOB SUMMARY:**

You will be joining a small and vibrant team at a time when our service is more important than ever and subject to constant adaptation due to the coronavirus emergency.

Your main responsibility as a Service Manager will be to ensure our peer support groups and befriending service operate effectively and smoothly; you will supervise volunteers and staff; promote the service; network; and organise/deliver training and drive the service forward. 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 RESPONSIBILITIES AND DUTIES**

* 1. **Delivering the Changes Support Group & Befriending Services**
* Ensure the support meetings operate correctly and safely (online & any physical groups that re-open)
* Provide meeting cover when required
* Match and support befrienders with service users
* Ensure the service is delivered correctly, empathetically, safely and professionally
* Manage service user issues (complaints; feedback; involvement)
* Recruit volunteers and placement students
* 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. **Other Changes Service Provision**
* Manage other associated Changes services as directed by the Project manager
* Help to manage social media platforms
* Develop and deliver facilitator & befriender training (including ongoing modules for existing volunteers)
* Deliver reflective practice for facilitators & befrienders
* Deliver mental health awareness training
* Manage new service development agreed by the Trustees
* Manage social events
* Assisting with maintaining and developing relationships with partner organisations
* General networking
* Attending awareness events
  1. **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
* Ensure member databases and equalities data is up-to date
* Manager survey questionnaires and feedback forums
* Ensure the appropriate administration for the service is maintained

Website management

* 1. **Volunteer Training and Support**
* Organise and administer facilitator training for volunteers
* Review the training and update as necessary
* Arrange external training for volunteers when needed
* Ensure support and supervision sessions are carried out in accordance with charity guidelines and best practice
* Ensure the necessary references and DBS checks are completed
* Assess training and support needs
* Send out facilitator bulletins each week to ensure facilitators are aware of current developments notices and rota
* Keep personnel files up to date
* Liaise with volunteers
* Organise volunteer meetings and social events
* Supervise and train office volunteers and placement students
* Supervise and support mental health awareness ambassador volunteers
* Share responsibility for Service Phone with other service staff to ensure staff are contactable around support groups.
  1. **Office Duties**
* Provide cover for other members of staff during holiday periods, illness etc
* Answer phone enquiries and deal with visitors to the charity
* Answer emails to the Service Manager and general office email accounts in a timely manner
* Send relevant emails and communications to the Project manager
* Administer and update the website
* Send out leaflets to organisations and individuals
* Continue with the updating of digital media including the website
* Send out monthly newsletter
  1. **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. **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