

Role profile

Job title	Service Manager
Department	Petrus
Reports to	Service Lead
Job level	3
Review date	May 2021

1 Role purpose

A summary of the core purpose and overarching responsibility of the role.

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| 1.1 | To lead the Service Delivery team ensuring the attainment of appropriate service performance standards within Petrus. |
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2 Key responsibilities of the role

A non-exhaustive list of the key role responsibilities and duties to be carried out by the post holder.

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| 2.1 | To ensure the services provided to service users by project staff and volunteers, partner agencies and others serves within Petrus meet all the service standards and attain all set targets. |
| 2.2 | To monitor service delivery in line with agreed standards ensuring corrective actions and improvement plans are actioned as appropriate. |
| 2.3 | To report on service delivery to the Service Lead and other designated personnel as appropriate. |

2.4	To shape and deliver services to meet changing service user needs and changing business strategies and to be responsible for driving the business and facilitating the growth of the organisation.
2.5	To lead and manage the service delivery team ensuring team members are line managed, fully trained, coached and supported.
2.6	To ensure planned budgets are managed effectively and resources are maximised and to source external funding.
2.7	To ensure that key performance indicators and targets are routinely met, with swift and effective actions taken where performance targets are not being met.
2.8	To develop and maintain effective partnership arrangements with key community stakeholders in the voluntary, statutory and private sectors.
2.9	To promote the work of Petrus and advocate its potential within partnership forums locally and regionally and within the Regenda Group.
2.10	To promote the work of Petrus on social media channels raising the profile of the organisation.
2.11	To ensure that management systems, training and a supporting culture is in place so that all staff, volunteers, service users and stakeholders are treated equally with every reasonable effort made to recognise and celebrate diversity.
2.12	To recognise effective risk management in your role ensuring that all operational and project risks across Petrus are managed in a clear, transparent and accountable approach in line with the Regenda Group guidelines.
2.13	To assist in the preparation and review of the Petrus Business Plan in accordance with Regenda Group policies and procedures.
2.14	To provide out of hours emergency management cover support on a rota basis.

3 General responsibilities

A summary of universal responsibilities and requirements of all roles across The Regenda Group.

3.1	To understand and support The Regenda Group's commitment to regenerating places and creating opportunities for people and to actively contribute to achieving this vision within the job role.
3.2	To ensure compliance with the Group's Health and Safety policies.
3.3	To support and uphold the Group's internal customer service standards.

3.4	To undertake relevant Continuing Professional Development applicable to professional bodies relevant to the role and be prepared to undertake training as directed by the Group.
3.5	To attend meetings and events as may be required from time to time at other Group offices and external locations which may not be easily accessible by public transport.
3.6	The post holder may be directed by their line manager to carry out other duties and responsibilities in line with his / her post, grade, skills, knowledge and experience.

4 The Right Fit

A list of the desired skills, experience, knowledge and personal attributes to ensure individuals are 'the right fit' for the Company and the role.

4.1	Experience working within a management role delivering services to vulnerable people within the charitable sector.
4.2	Expert knowledge of issues faced by homeless people including mental health, addiction and isolation.
4.3	Solid educational background, include degree level qualification in relevant subject or significant equivalent experience.
4.4	Ability to use KPIs to manage and improve service delivery.
4.5	Ability to represent Petrus within The Regenda Group and with external partners.
4.6	Experience building lasting relationships with key stakeholders and partner organisations.
4.7	Excellent knowledge of relevant safeguarding processes.
4.8	Excellent knowledge of funding streams.
4.9	Outstanding communications and interpersonal skills.
4.10	Experience reporting to trustees and boards.
4.11	A positive, 'can do' attitude.

5 Our values

The post holder must be able to demonstrate our values in the workplace.

5.1	Customer centric
5.2	High performance
5.3	Efficiency and value for money
5.4	One team

5.5	Ambition and dynamism
5.6	Openness and honesty
5.7	Communication