**Services Manager**

**Job Description**

**Responsible To:** Head of Services

**Responsible For:** Service Delivery Team

**Overall Purpose of Job**

To oversee and manage the set up and operational delivery of the Onside Loneliness service. To ensure effective planning and management of resources to achieve delivery outcomes, meet contractual requirements and support the team to come together and deliver the service within a range of settings. The Loneliness Service aims to reduce loneliness for anyone over 18, strengthening communities, raising awareness of the impact of loneliness and building community resources and champions to tackle the stigma and other associated issues arising from loneliness.

**Main Responsibilities are:**

1. To provide co-ordination, professional oversight and supervision of the process of service delivery including the work of employed staff and volunteers
2. To provide effective and supportive line management to the Loneliness Service Team and volunteers to ensure effective delivery of the Loneliness Service across Worcestershire
3. To effectively manage and oversee the effective service delivery of Onside’s partners, Worcester Community Trust & Simply Limitless and broader community champions and partners
4. To work with Onside’s Volunteer Manager in overseeing and managing the recruitment and support of volunteers for the service
5. To ensure the vision and ethos of the organisation is reflected in all activities and a user focussed and person centred approach underpins the service
6. To ensure effective systems are in place for allocation of work and resources across the service
7. To co-ordinate promotional and networking activities across the service
8. To co-ordinate and oversee the monitoring, assessment and evaluation processes for the service; to include meeting contractual requirements, reporting to funders and other key stakeholders
9. To ensure the effective control and management of service budgets
10. To ensure the continuing professional development of all staff ensuring the organisation has the appropriate skills for effective delivery of the service
11. To have responsibility for liaison with service users and other stakeholders including dealing with complaints and feedback
12. To have responsibility for compiling and producing reports and updates on services/projects as required
13. To liaise and build effective working relationships with appropriate organisations, agencies and professionals to promote and develop services and the wider organisation including representation at appropriate networking and partnership meetings
14. To contribute to and work within organisational quality frameworks, ensuring all services are meeting required standards

**In addition, all Onside employees are expected to:**

* Work within the organisation’s stated principles and values, adhering at all times to the organisational policies, procedures and guidelines
* Demonstrate a commitment to anti-discrimination, equal opportunities, social inclusion and individual empowerment for service users, volunteers and colleagues
* Set high quality standards for self and others, striving to exceed the expectations of stakeholders
* Show a commitment to personal, professional and organisational development.
* Contribute to organisational promotional and networking activities.
* Work flexibly and co-operatively with colleagues to support the needs of the organisation

**Onside People:**

* are **passionate** about what they do
* **value difference**
* are **creative** in their approach
* are committed to **fairness and justice**

While the job description provides the main duties and responsibilities for the position, it is not definitive and employees are expected to carry out any additional duties compatible with their skills and abilities. The above may be subject to change and alteration from time to time with the prior agreement of the job holder.

Signed………………………………………………………….. Date……………………….

Print Name…………………………………………………….