

Service Manager

Job Description and Person Specification

Key Role Details

Job title: Service Manager

Location: Face to face delivery pan London, agile working for all other duties, office location Southwark

Reports to: Head of Practice

Contract: Permanent Subject to funding

Hours of work: 35 hours per week – sometime worked flexibly

Role Description

In this role you will manage a multi-disciplinary team of practitioners, often remotely, who deliver a variety of services to children, young people, families, and communities who are affected by violence or exploitation. Portfolios vary over time and so a wide understanding of best practice to ensure the delivery of high-quality services. You will have a key focus and expertise around Safeguarding, including contextual safeguarding and understand best practice when working in wider networks to secure the best outcomes for children, young people and their families.

You will demonstrate both leadership and management skills and understand the importance of coaching, supervision and mentoring within this role. You will have confidence in working with funders, commissioners and other stakeholders.

Safer London is an agile working organisation. This means employees are able to work from different locations, e.g. from home, our office premises and community locations such as libraries/co-working spaces.

Key responsibilities

1. Manage a team of multi-disciplinary staff – both practitioners and senior practitioners and on occasions students and volunteers. This will be undertaken at all times in line with all internal processes and policies
2. Undertake a variety of HR processes – be that managing sickness and absence to undertaking recruitment, onboard and induction processes
3. Have a strong and on-going grip on all the case work delivered by your team – this will be undertaken in a variety of ways including chairing case review meetings, undertaking case files audits and coaching teams and individuals to deliver to the highest services at all time
4. Ensure that the case work of the team members is of the highest quality and in line with Safer London's service delivery manual
5. Complete reports and support team members to (which may be shared with statutory bodies such as the police, courts, children social care and can be

shared with the family) that accurately reflect the work undertaken in professional manner.

6. Work with partners, communities, and other key stakeholders to deliver the service effectively.
7. Monitor the delivery of a variety of contracts – on occasions alone as well as within partnership with other members of the Safer London team
8. Lead the monitoring and recording to report to funders, commissioners, and other interested stakeholders such as trustees.
9. Work in a manner which honours our organisational values and is responsive to the trauma and experiences young Londoners, families and communities experience.
10. Act in accordance with safeguarding legislation and guidance, in addition to Safer London’s practice guidelines and wider pan London processes and protocols.
11. Undertake any other duties as required and commensurate with the level of this post.

Person Specification

Criteria	Essential/ Desirable	A/I/T
Skills and Experience		
Relevant qualification in social care, health, youth/ community work, mental health or demonstrable equivalent experience – e.g., Registered and Qualified Social Worker	Essential	A/I
Relevant qualification or experience in management and leadership	Essential	A/I
Experience of managing complex safeguarding issues with children, young people, and adults at risk	Essential	A/I
Experience of working with children, young people and/or vulnerable adults affected by violence and exploitation	Essential	A/I
Extensive knowledge of the impact of context on children, young people and adults – with a clear understanding of the principles of contextual safeguarding	Essential	A/I
Experience of securing the support of partners to secure the best outcomes for children and young people	Essential	A/I/T
Experience of monitoring contractual obligations and working effectively with commissioners	Essential	A/I
Excellent communication skills, both written and verbal, alongside experience of coaching colleagues	Essential	A/I/T
IT literate (Excel, Outlook, Word etc.) and experience of using databases	Essential	A/T
Knowledge		

Demonstrable knowledge of best practice around working with children, young people and/or adults affected by violence or exploitation	Essential	A/I
Knowledge of effective management practice	Essential	A/I
Knowledge around best practice and the importance of good quality case recording and the wider management of cases	Essential	A/I
Values and Attitudes		
Commitment to equity, diversity and inclusion, and experience of applying these principles in the workplace	Essential	A/I
Ability to demonstrate, with examples, your alignment to Safer London's values	Essential	I/T
Ability to be flexible with work location	Essential	A/I