**JOB DESCRIPTION SERVICE MANAGER**

**ABOUT THIS ROLE**

*A PVG check will be undertaken as part of the selection process. Only women need to apply under Schedule 9, Part 1 of the Equality Act 2010.*

This role requires an experienced, pro-active, diplomatic, values driven and trauma informed professional who can coordinate, develop, create, and deliver specialised services as well as undertake effective stakeholder and external relations duties. Joining an established team of Service Managers, the post holder will lead the operational delivery of specialist services for survivors and assume responsibility for the implementation and monitoring of relevant aspects of the business plan, risk registers, budgets, and staff compliance with operational standards, processes and policies. The role will have an important responsibility to access, strengthen, and develop the relationships between our services, local/national government, and third-sector partners, and to monitor and build the data and evidence needed to secure the right investment needed to meet the needs of survivors in our areas. The role will have delegated responsibility to contribute to GCRC strategic priorities, which also includes supporting campaigning, policy and lobbying work.

**ABOUT YOU**

You will be a compassionate, determined, motivated, and experienced operational services leader, with a track record in developing and sustaining specialist services. You will be able to demonstrate your commitment to GCRC [feminist values](https://www.glasgowclyderapecrisis.org.uk/get-informed/feminism/) and [positions](https://www.glasgowclyderapecrisis.org.uk/get-informed/position-statements/), and your ability to work within a culture where change is routine, and workforce engagement and nurture is a priority. Ideally, you will have this experience from a current senior operational manager role of at least 5 years.

**MAIN TASKS AND RESPONSIBILITIES**

1. To lead the team who deliver specialist services in the areas of support, triage assessments, help and advice and advocacy at our head office and all community bases.
2. To implement and monitor the service annual business plan ensuring all services are well led, adhering to national service standards, of high quality, and are monitored and evaluated robustly.
3. To secure and sustain effective stakeholder and funder relationships of relevance to the service areas.
4. To ensure the delivery of high-quality and survivor informed services through effective leadership, supervision and support, workload, and performance management of team members.
5. To work with the Director/s, and management team to maintain and improve the overall financial position of the organisation and drive business development.
6. To contribute to the development and maintenance of suitable and accurate information and communications materials required for the services.
7. To contribute to the coordination and delivery of staff and volunteer training and development programmes.
8. To lead on the development of funding and grant applications of relevance to the remit of the postholder.
9. To ensure full team compliance with all monitoring and evaluation, financial/budget and reporting requirements.
10. To implement and monitor required risk management processes to support the safe and effective operation of our services.
11. To showcase a culture of improvement, led by survivor needs at local and central levels.
12. To ensure compliance with GCRC policies and procedures, legal regulations, and safeguarding responsibilities by all services staff.
13. To maintain oversight of operational budgets, as set and delegated by the Director/s.
14. To support the Director/s and Service Management Team colleagues n their governance reporting duties, and in both presenting and liaison with GCRC Board of Trustees.
15. To represent GCRC in relevant strategic, funding, partnership, and government forums and networks.
16. To ensure the provision of promotional information on survivor services, ensuring their accessibility and accuracy in materials for our external audiences via printed materials, website, and social media.
17. To provide support to other service areas to cover planned and unplanned periods of absence at management levels.
18. Participate in regular support and supervision sessions with the Director/s.
19. Participate in an ongoing programme of training and continuing personal development to ensure that skills, knowledge, and working practices and skills are up to date.
20. To undertake any other duties as directed, and relevant to the level of this post.