

# Sova Achieving Change through Employment

## Service Manager (Maternity Cover)

### Job Pack

Sova is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Enhanced DBS checks will need to be completed and any individual banned from working with children/and or vulnerable adults should not apply.

When completing the application form please ensure that you provide evidence of all the criteria in the person specification.

Sova is a user of the Disability Confident scheme and actively welcomes applications from disabled candidates. We operate a guaranteed interview scheme for all disabled applicants whom the shortlisting team determine meet the minimum criteria for the post (see essential criteria on the person specification). Please ensure that you highlight that you are disabled on the diversity form to ensure that you are automatically considered for a guaranteed interview, if you meet the minimum criteria.

**Job Title:** Service Manager

**Reference:** SM1209

**Base:** Cardiff

**Salary Range:** £25,181 - £27,794 pro rata

**Starting Salary:** £25,181 pro-rata

**Hours:** 28 Hours per week, Part-Time

**Dates** 01 April 2017 – 01 April 2018

**Closing Date:** 5.00pm, Wednesday 10th May 2017

**Interviews will be held:** To be confirmed

The Service Manager will report to the overall Sova ACE Programme Manager and work alongside the Sova ACE Contract & Compliance Manager, ensuring ESF performance and evidence requirements are met.

Please do not send CVs as they are not an acceptable alternative to any part of the application form and will not be considered. Completed application forms or any queries should be returned electronically to:

[recruitmentsouth@sova.org.uk](mailto:recruitmentsouth@sova.org.uk)

# Sova Achieving Change through Employment

## Service Manager (Maternity Cover)

### Job Description

#### ORGANISATIONAL BACKGROUND

Sova is a charity that works in the heart of communities in England and Wales helping thousands of people to steer clear of crime. When people find themselves in difficult situations, we make sure they have someone on their side to help them find the confidence to make choices to improve the quality of their lives. Whether it is about finding a job or finding friends, understanding how to manage money or discovering new prospects, we help people change their lives for the better.

Sova's vision is for a society where people have the stability and confidence to steer clear of crime and make better choices, building stability both at work and at home

Sova works with a range of partners and receives funding from a number of sources to offer the personal support and practical advice that enables people to make better choices and improve the quality of their lives.

Sova is a wholly owned subsidiary of CRI, benefitting from being part of the wider CRI group and sharing its values and vision to enable those in need to help themselves to lead independent and crime free lives. For information about CRI and their work, please see their website [www.cgl.org.uk](http://www.cgl.org.uk).

#### CONTEXT

A Service Manager is required to support the running of the Sova ACE project.

The Sova - Achieving Change through Employment (ACE) / Cyflawni Newidiadau drwy ddod o hyd i waith project is an ESF funded project designed to support individuals from a BAME and Migrant background across the West Wales & the Valleys Area, with outcomes around the development of employability skills, entering employment and sustained employment.

The Service Manager will be expected to promote the project to relevant stakeholders, and manage a team of Case Officers across the West Wales and Valleys area who will be work closely with project

service users in developing their own individual action plan on a journey towards employment and utilise the support of volunteers, they will have recruited, to address issues of social exclusion and integration, and the achievement of other identified outcomes under the Welsh Governments Tackling Poverty agenda.

The Service Manager will report to the overall Sova ACE Programme Manager and work alongside the Sova ACE Contract & Compliance Manager, ensuring ESF performance and evidence requirements are met. Although based in Cardiff the role will entail travel to supervise a team of Case Officers across the West Wales & Valleys area.

The Service Manager will demonstrate the experience and professionalism needed for complex project management. The role requires a technical qualification and/or the theoretical knowledge to decide on the best route to be taken in order to achieve project objectives and outcomes

## **PRINCIPAL COMPETENCES AND TASKS**

### **Practical and Technical Knowledge**

Will have a broad knowledge of the practical methods, techniques and processes needed for project management and specialist knowledge of ESF funding requirements. Relevant specialist technical training either achieved or in process and relevant job experience may be an advantage.

An understanding of basic theoretical management is required to run the Sova ACE project and the post holder needs to be authoritative on systems and procedures as well as hold the practical skills needed to establish a project and carry out complex and continuing activities.

### **Communicating and Influencing**

Will have the ability to interact with others with a view to influencing, developing and motivating people and changing their behaviour. This includes inspiring members of staff and creating a positive working environment.

### **Planning and Organising**

Will ensure that forward planning takes place for the project in the weeks and months ahead and will contribute to the long term goals of the project and organisation.

### **Problem Solving**

Will be faced with changing priorities or differing situations encountered in the work environment. The post holder will resolve issues by considering which, among many diversified procedures, should be followed and in what sequence to achieve the required job results. Many problems or cases can be tackled based on experience and consideration of multiple standards and precedents and the post holder must think about the central problem and any further implications.

### **Accountability/ Freedom to Act**

Will have the latitude to make decisions to meet the clear, short term objectives expected from the project. May deviate from standard practices and procedures as long as end results are within the standards of acceptability.

The post holder should contribute to the long term determination of future resources and will receive support for complex problems. Supervision over work activities is likely to be indirect though a review of work results and will usually occur within a short period.

### **Operational Performance**

- Take operational responsibility for contract compliance and achievement of performance against targets
- Develop, monitor and review an annual project operational plan which includes detailed analysis of risk, continuous improvement and contingency planning.
- Promote the project
- Implement agreed monitoring and evaluation systems
- Ensure effective communication, referral systems, record keeping and quality assurance are maintained

### **Management of Staff**

- Line-manage relevant posts, providing leadership in recruitment, induction, supervision, development and support, ensuring staff operate efficiently and effectively.
- Manage grievance, disciplinary and capability procedures in line with Sova policies.
- Manage performance of individuals in line with Sova policy.

### **External liaison**

- Manage relationships with and provide reports to project partners and funders including attendance at relevant meetings.
- Foster appropriate networks, partnerships and professional relationships to support the continued development of Sova
- Attend relevant conferences, seminars and network events to raise the profile of Sova.

### **Resource management**

- To manage expenditure against project budget in line with Sova financial regulations
- To manage project premises including the implementation of health and safety and security policies and procedures across all project sites.

### **Internal Responsibilities**

- To be responsible for making central returns including sickness, statistical monitoring, petty cash and expenses and for liaising with Sova's central departments appropriately.
- Undertake criminal record checks and security clearance as required
- Attend, as required, internal meetings, training and other events.
- Adhere to and promote all Sova's policies and procedures

### **Core Competences**

All Sova staff are required to demonstrate a number of core competences as shown below:

- Manage self
- Support and promote Sova policy
- Be self administrating
- Communicate effectively
- Use Microsoft Office programmes including Word and Excel to an appropriate standard

### **Attitudes and Behaviours**

All Sova staff are required to act at all times in accordance with Sova expectations of attitudes and behaviours. These attitudes and behaviours include, but are not limited to:

- Representing Sova in a professional manner on all occasions.
- Striving to improve and share good practice, and work towards continuous improvement
- Maintaining and promoting effective communication and shared good practice across the organisation as a whole and externally.
- Promoting mutual trust and respect as a guiding principle for all working relationships both internal and external
- Adopting a co-operative approach to service delivery which draws on the strength, knowledge and expertise of all individuals including service users, staff and volunteers
- To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

## Role Profile – Service Manager (Maternity Cover) – Sova ACE Project – Key Competences

*Listed below are the key competences, the qualifications, the knowledge and/or experience required for this post. Evidence of meeting the criteria in this person specification must be shown when completing the application form for the post and will be further tested at interview through questioning and testing.*

The post holder will be able to:

Project Management Activities	Essential Desirable	Assessment criteria A – App Form I – Interview T – Test D – Documents
<b>Manage project and service delivery</b>		
Provide leadership in your area of responsibility	E	A, I
Develop partnership working and manage contract compliance	E	A, I
Manage activities to achieve targets	E	A, I
Develop and implement operational plans for your area of responsibility	E	A, I, D
Analyse contractual, financial and reputational risk and plan accordingly	E	A, I
Ensure an effective approach to project and process evaluation	E	A, I
Promote, implement and support effective participation strategies	E	I
Develop, sustain and evaluate joint work between agencies and show a commitment to working within 3 <sup>rd</sup> Party policies, rules and regulations	E	A, I
<b>Manage people and teams</b>		
Understand recruitment processes and select appropriate colleagues	E	A, I
Retain staff and provide appropriate supervision and appraisal	E	A, I
Develop teams and individuals to enhance performance	E	A, I
<b>Manage resources</b>		
Understand financial planning and budgeting process	E	A, I, T
Manage project premises	E	A, I
<b>Manage Self</b>		
Maintain and develop your own professional development	E	A, I
Manage your own resources and be self administering	E	A, I
Knowledge of IT including word, excel and the internet	E	A, I, T, D
<b>Corporate Requirements</b>	Essential Desirable	A – App Form I – Interview T – Test D – Documents
<b>Internal</b>		

Obtain criminal record checks and security clearance and be registered with the Independent Safeguarding Authority.	E	A, D
Chair and participate in meetings	E	A, I
<b>Support and Promote Sova Policy</b>		
Understanding of relevant Health and Safety legislation and ensuring own actions reduce risks to health & safety	E	A, I
Promote equality and value diversity	E	A, I
Contribute to safeguarding children/young people/vulnerable adults	E	A, I
Ensure confidentiality is maintained and data protection legislation is adhered to	E	A, I
<b>Experience</b>		
Experience of working with BAME and Migrant communities	E	A,I
Hold a qualification in management or have commenced accredited training	D	A,I
<b>Other</b>		
Ability to travel as required, occasionally where public transport is not available	E	A,D
<b>Additional Competences</b>	<b>Essential Desirable</b>	<b>A – App Form I – Interview T – Test D – Documents</b>
Knowledge of basic theoretical management and understanding of associated systems and procedures	E	A, I, D
Specialist understanding of and knowledge of legislation relating to ESF funding requirements & Welsh Government policy on Tackling Poverty	E	A, I
Ability to communicate and influence at all levels	E	A, I
Ability to cope with the changing priorities within the work environment	E	A, I
Resolve problems through analytical consideration of diverse procedures and sequencing of appropriate actions	E	A, I
Work as an effective and reflective practitioner	E	A, I
Contribute to the long term determination of future resources.	E	A, I

## Summary of conditions

<b>JOB TITLE:</b>	<b>Service manager (Maternity Cover)</b>
<b>BASE:</b>	Cardiff
<b>STARTING SALARY:</b>	£25,181 pro rata
<b>SALARY TOP of BAND:</b>	£27,794 pro rata
<b>WORKING WEEK:</b>	Part Time, 28 hours
<b>HOURS OF WORK:</b>	Normal working hours are Monday – Friday, between 9am and 5pm; however the post holder may be required to work outside of the normal hours (evening and weekends). Overtime is not payable as Sova operates a time off in lieu system for any hours worked in addition to those stated.
<b>PROBATIONARY PERIOD:</b>	This post is subject to a 6-month probationary period. 4 week’s notice is required on either side during probationary period. Once confirmed in post, notice is 8 weeks either side.
<b>CONTRACT:</b>	This post is form 01 April 2017 – 01 April 2018.
<b>HOLIDAY ENTITLEMENT:</b>	26 days, plus all Public Holidays pro rata
<b>LEAVE YEAR:</b>	April - March
<b>PENSION:</b>	Those meeting eligibility criteria will be auto enrolled with Standard Life
<b>TRAVEL AND SUBSISTENCE:</b>	All costs other than home to office are reimbursed according to regulations and within budget
<b>CRIMINAL RECORD CHECK:</b>	Yes
<b>ACCESS:</b>	Sova’s policy is to facilitate access for people with disabilities
<b>SMOKING:</b>	Smoking is not permitted in Sova buildings
<b>ANY OTHER INFORMATION</b>	Parking facilities vary according to location



Job Holder .....Date.....

Signed

Line Manager .....Date .....