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**Job Description**

**Role:** Service Manager

**Accountable to:** Chief Executive

**Staff Responsibilities:** The post carries responsibility for the day to day supervision of:

* Appointments Administrators and,
* Non-clinical line management of counselling staff.

**Main Responsibilities:** Management of appointments administration systems, day to day operational management of all centres, service delivery, quality, statistical reporting.

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**Job Purpose:**

The post holder is responsible for ensuring the quality of service delivery and client care across all offices and counselling locations. He/she will be responsible for the line management of Appointments Administrators and daily operational management of centres, and non-clinical line management of counselling staff, remaining accountable through regular reporting to the Chief Executive.

**Responsibilities:**

**HR**

1. Recruitment, induction and training of counselling and administrative staff.
2. Line management of Appointments Administrators including support and coaching as necessary.
3. Non-clinical line management of counselling staff.
4. To ensure all counsellor registrations with the Relate Practitioner Directory are up to date and all counselling staff are compliant with continuing professional development (CPD) and other regulatory requirements.
5. To ensure all staff have up to date Disclosure and Barring Service (DBS) checks and administer a rolling programme of re-application to ensure staff have “in date” forms at all times.

**Service Delivery**

1. To take responsibility for efficient operation of the administrative systems, including the ‘Penelope’ appointments system and ‘Relate Response’ call handling systems.
2. To take the lead in developing and improving systems and practices to ensure an effective, efficient and high quality service to our clients.
3. Promotion of the organisation’s equality and diversity policy and ensure all staff are trained and maintain awareness of the needs of diverse communities.
4. To ensure all services are delivered with regard to the organisation’s equality and diversity policies and seek to make services accessible to all those who need them.
5. To ensure that all premises have adequate resources to run the day to day work of the organisation.
6. Implementation of the client payments policy.

**Quality Standards**

1. Implementation of ‘The Difference We Make’ outcomes measurement processes and ensure accurate recording and reporting of data and providing regular reports to the Chief Executive.
2. To achieve an excellent standard of service for all clients from ‘first voice’ and throughout the counselling process.
3. To ensure all working practices are compliant with Relate’s policies and standards.
4. Administration of all client feedback including handling and monitoring of complaints.
5. Contribute to achieving high quality standards including compliance with relevant quality standard frameworks such as PQASSO.

**Training**

1. To plan and organise education and learning programmes in line with the organisation’s strategy.
2. Working closely with the Clinical Supervisors, plan and organise mandatory CPD training programmes for clinical staff.
3. To identify development needs of all staff and ensure adequate training, coaching and support is available.
4. Maintenance of training records for all staff.

**Reporting**

1. Providing regular monitoring information for the Chief Executive and Board of Trustees, including:
2. Regular weekly/monthly statistics on counselling activity and,
3. Drafting reports and service delivery updates.
4. To attend meetings on behalf of the Chief Executive when required, including representing the organisation at relevant networking forums.
5. The post holder will be expected to ensure smooth running of the organisation in the absence of the Chief Executive and make such decisions as are necessary to facilitate this (in consultation with the Chair of Trustees, if required).

**General**

1. As a member of the Management Team, the post holder must remain aware of the organisation’s objectives and support the Chief Executive in the delivery of the Strategy and Business Plans.
2. To ensure compliance with health and safety regulations in accordance with legislative requirements.
3. The post holder is expected to take responsibility for his/her own professional development and keep up to date with latest information and good practice as it relates to the role.
4. Be willing and able to travel to other venues to provide support for all offices and counselling locations and ensure the smooth operation of the organisation.
5. The post holder will also be required to attend external events as a representative of the organisation, and to act as an ambassador of Relate London SW to stakeholders and other agencies.
6. To carry out other duties as directed by the Chief Executive.

**Service Manager – Relate London SW**

**Person specification**

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| **Qualifications/Training** | **Essential** | **Desirable** |
| A business or management qualification at level 4 **or**  Equivalent experience in a similar environment | ✓ |  |
| HR Management |  | ✓ |
| **Knowledge/Understanding** |  |  |
| A good understanding of, and commitment to, the work of Relate | ✓ |  |
| An understanding of the importance of continuous improvement and development | ✓ |  |
| Knowledge of the counselling environment |  | ✓ |
| Knowledge of child protection and safeguarding procedures and practices | ✓ |  |
| **Experience** |  |  |
| Experience of managing/supervising staff | ✓ |  |
| Experience of recruitment and selection of staff | ✓ |  |
| Experience of working with electronic appointments systems |  | ✓ |
| Experience of service delivery in a similar setting | ✓ |  |
| Experience of dealing with the public and providing excellent customer/client care | ✓ |  |
| Experience of quality management |  | ✓ |
| **Skills and Qualities** |  |  |
| Excellent attention to detail | ✓ |  |
| Ability to prioritise own workload and support others to do the same | ✓ |  |
| Excellent IT skills | ✓ |  |
| Exceptional organisational skills | ✓ |  |
| Ability to stay calm and work under pressure | ✓ |  |
| Good literacy and numeracy skills | ✓ |  |
| Clear and competent written and verbal communication skills | ✓ |  |
| Confident and self-motivated with the ability to work with colleagues at all levels | ✓ |  |
| Willing and able to adapt to change | ✓ |  |