

Job Description – Service Manager - Heywood, Middleton and Rochdale (HMR) Talking Therapies

Responsible to	Assistant Director/Director/Executive Director
Salary	NJC Scale point 39 (£48,710)
Hours per week	37.5
Annual Leave per annum	25 days (rising to 30 days after 5 years)
Main base	Lock 50 – Rochdale
Contract	Permanent
Safeguarding level of responsibility	Designated Safeguarding Lead (DSL)
Level of DBS check needed	Enhanced

Main aims of the post

- To provide operational management and leadership for the service
- To ensure effective and high-quality delivery of the service, in accordance with the group values and organisational stamps, through staff teams and individuals.
- To contribute to the development of the service and the wider group as necessary.
- To work across the group as required in order to assist the organisation in its development.
- To act as operational contact for HMR Talking Therapies with the service's stakeholders, subcontractors, and referral partners.

Main duties of the post

1. To work as a senior manager, contributing to the development of the service and the wider group to ensure that all targets are met or exceeded
2. To provide line management support, regular supervision and appraisals for staff
3. To manage sub-contractor performance
4. To recruit, induct and develop staff to develop the business
5. To contribute to the development of the organisation and to support your line manager in the development of the service
6. To provide case-management support to frontline staff and team leaders who are your direct reports.
7. To ensure robust quality assurance is in place in your service, thereby managing the quality of delivery.
8. To manage a budget and provide accurate financial information for Directors or commissioners
9. To provide written reports and documents for commissioners, Directors or boards/committees as necessary
10. To produce and deliver presentations for internal and external audiences
11. To monitor and evaluate your service as necessary, and to provide relevant reports.
12. To manage a budget and provide accurate financial information for Directors or commissioners
13. To develop positive relationships with key stakeholders, subcontractors, and partners
14. To contribute to the development of new services across the group
15. To ensure that the service is compliant with relevant external regulatory requirements

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| 16. To ensure that all policies and procedures are adhered to across the group |
| 17. To undertake administrative duties relevant to the post |

General work related expectations
1. To work within the Big Life group values ethos and vision
2. To contribute to the development of the Big Life group
3. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding
4. To commit to own personal development and attend training or development activities as required
5. To work in accordance with all relevant legislation
6. To undergo regular supervision and at least an annual appraisal
7. To undertake any other duties as required, and as appropriate to the post

Minimum Training required for this post

Course title	Needed for this post	Frequency	Other notes
Group induction	✓	Once	
Confident Managers	✓	Once	Discuss with line manager
Mission and Values	✓	Once	
Safeguarding training Adults and Children	✓	Every 3 years	
Safeguarding for Managers	✓	Every 3 years	
Designated Safeguarding Lead Training	♦		Potentially dependant on team size
Health and Safety (external IOSH)	♦	Every 3 years	Potentially dependant on team size
Health and Safety internal/briefing	✓	Annual	
Information Governance	✓	Once	Annual refresh
Equality and Diversity	✓	Every 3 years	Updates as legislation changes

Attendance at other training courses will need to be discussed with your line manager

Person Specification – Heywood, Middleton and Rochdale (HMR) Talking Therapies Service Manager

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

Area	Method of assessment
1. Experience	
a. At least two years' experience of leadership and management at a senior level in a complex and dynamic setting (preferably including experience of working as a manager in an IAPT service)	A, I
b. Experience of managing and developing a team of people at different levels	A, I
c. Experience of developing team and individual targets, of working towards them and developing plans if they are not achieved	A, I
d. Experience of working within legislative and statutory frameworks, ensuring that the service is compliant in all areas	A, I
e. Experience of working with service stakeholders such as commissioners, subcontractors, and referring agencies	A, I
f. Experience of case-management	A, I
g. Experience of developing services, both new and existing in innovative and creative ways	A, I
2. Skills	
a. Ability to communicate clearly and effectively both verbally and in writing.	A, I, P
b. Able to prepare and present reports that include analysis and presentation of service data	A, I
c. Ability to manage and ensure quality in service delivery, alongside high performance	A, I
d. Ability to problem solve and think laterally	A, I, P
e. Ability to forge and maintain positive relationships with staff, managers and stakeholders internally and externally to the group	A, I
f. Ability to manage budgets and financial information	A, I, T
g. Ability to develop teams of staff to create effective and efficient working environments	A, I
h. Ability to work positively and maintain results even during periods of change	A, I
3. Knowledge	
a. Knowledge of social enterprise or business development in the context of local government or NHS commissioning	A, I
b. Knowledge of legislative and statutory frameworks for your business area	A, I, P
c. Knowledge of GDPR and information governance	
d. Knowledge of the health and wellbeing system in Greater Manchester, and nationally	A, I
e. Knowledge of the barriers and lifestyle issues that the client group we work with face	A, I
4. Education – qualifications required for the post	
a. Qualified to degree level or higher (desirable)	A
b. IAPT, mental health or other related qualification is desirable.	
5. Personal	

a. Positive outlook and a 'can do' attitude	A, I
b. Personal resilience and flexible attitude in the face of difficulties	A, I
c. Commitment to working within the Big Life group's ethos and values, including having a non-judgemental approach	A, I
d. Commitment to personal development and willingness to regularly update skills and experience	A, I

Competency Framework

Marshals professional expertise	Values specialist expertise and capitalises on the knowledge within the organisation as well as consulting externally as appropriate. Manages contracts judiciously. Contributes own expertise to achieve outcomes for the business unit.
Steers and implements change and deals with uncertainty	Establishes clear plans and timeframes for project implementation and outlines specific activities. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.
Delivers intended results	Strives to achieve and encourages others to do the same. Monitors progress and identifies risks that may impact on outcomes. Adjusts plans as required. Commits to achieving quality outcomes and ensures documented procedures are maintained. Seeks feedback from stakeholders to gauge satisfaction.
Manages Resources	Follows financial asset and HR procedures, manages team budgets effectively, contributes to budget development, monitors management accounts, contributes to business development

Competency: Driving Results	
Inspires a sense of purpose and direction	Translates the strategy into operational goals and creates a shared sense of purpose within the business unit. Engages others in the strategic direction of the work area, encourages their contribution and communicates expected outcomes.
Focuses strategically	Understands the organisation's objectives and links between the business unit, organisation and the group. Considers the ramifications of a wide range of issues, anticipates priorities and develops long-term plans for own work area.
Harnesses information and opportunities	Gathers and investigates information from a variety of sources, and explores new ideas and different viewpoints. Probes information and identifies any critical issues. Maintains an awareness of the organisation, looks for recent developments that may impact on own business area and finds out about best practice approaches.
Shows judgement, intelligence and common sense	Undertakes objective, critical analysis and distils the core issues. Presents logical arguments and draws accurate conclusions. Anticipates and seeks to minimise risks. Breaks through problems and weighs up the options to identify solutions. Explores possibilities and creative alternatives.
Competency: Builds productive relationships	
Nurtures internal and external relationships	Builds and sustains relationships with a network of key people internally and externally. Recognises shared agendas and works toward mutually beneficial outcomes. Anticipates and is responsive to internal and external client needs.
Facilitates cooperation and partnerships	Brings people together and encourages input from key stakeholders. Finds opportunities to share information and ensures that others are kept informed of issues. Fosters teamwork and rewards cooperative and collaborative behaviour. Resolves conflict using appropriate strategies.
Values individual differences and diversity	Recognises the positive benefits that can be gained from diversity and encourages the exploration of diverse views. Harnesses understanding of differences to anticipate reactions and enhance interactions. Recognises the different working styles of individuals, and tries to see things from different perspectives.

Guides, coaches and develops people	Encourages and motivates people to engage in continuous learning , and empowers them by delegating tasks. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Delivers constructive feedback in a manner that gains acceptance and achieves resolution. Deals with under-performance promptly.
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Competency: Exemplifies personal integrity and self awareness	
Demonstrates the group values, professionalism and probity	Adopts a principled approach and adheres to the public sector values and Code of Conduct. Acts professionally and impartially at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in public and internal forums.
Engages with risk and shows personal courage	Provides impartial and forthright advice. Challenges important issues constructively, stands by own position and supports others when required . Acknowledges mistakes and learns from them, and seeks guidance and advice when required.
Commits to action	Takes personal responsibility for meeting objectives and progressing work. Shows initiative and proactively steps in and does what is required. Commits energy and drive to see that goals are achieved.
Displays resilience	Persists and focuses on achieving objectives even in difficult circumstances. Remains positive and responds to pressure in a controlled manner. Maintains momentum and sustains effort despite criticism or setbacks.
Demonstrates self-awareness and a commitment to personal development	Critically analyses own performance and seeks feedback from others. Confidently communicates strengths and acknowledges development needs. Acts on negative feedback to improve performance. Reflects on own behaviour and recognises the impact on others. Shows strong commitment to learning and self-development, and embraces challenging new opportunities.

Competency: Communicates and influences effectively	
Communicates clearly	Confidently presents messages in a clear, concise and articulate manner. Translates information for others , focusing on key points and using appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.
Listens, understands and adapts to audience	Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Anticipates reactions and is prepared to respond . Checks own understanding of others' comments and does not allow misunderstandings to linger.
Negotiates persuasively	Approaches negotiations with a strong grasp of the key issues, having prepared well in advance. Understands the desired objectives and associated strengths and weaknesses. Anticipates the position of the other party, and adapts approach accordingly . Encourages the support of relevant stakeholders. Encourages debate and identifies common ground to facilitate agreement and acceptance of mutually beneficial solutions.