

Job Description and Person Specification



Job Title:	Service Manager
Area:	Kent
Employed by:	Imago
Responsible to:	Head of Service
Working Hours:	Full time, Monday to Friday. Flexibility required as occasional evening or weekends needed

Background: Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations and private and public-sector agencies in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people. We work with individuals, families, and communities to create change together.

Purpose of Role: Oversee assigned adult services, including those for unpaid carers. Lead, support, and develop team leaders and service delivery staff. Ensure services are efficient and of high quality, meeting targets and objectives. Ensure the support operations run smoothly and efficiently and align with contract expectations and service goals.

Responsibilities and duties

- Manage and oversee day-to-day operation, ensure proper staffing, scheduling and workload, balancing performance and efficient delivery of services; ensure achievement of performance monitoring outcomes
- Model behaviours regarding effective and supportive client engagement; share best practice
- Carry out regular line management tasks, including supervision, leave requests, risk assessment, team meetings; ensure adherence to Imago policies and procedures
- Provide effective leadership, support and mentoring to team members; support development, empowering people to work independently and as part of a team

- Ensure all safeguarding concerns are managed per Imago's Safeguarding Policy and procedures
- Work to reporting deadlines for monitoring processes and activities
- Act as an escalation point for complex or high-impact issues and cases
- Work with the senior management to identify gaps or areas for service improvement, implement operational change, and review processes and reporting systems
- Develop partnership working at a local level; maintain effective relationships and communication with a wide range of services and practitioners, including those within local councils
- Promote the service in the local area at community events and represent Imago and the service on relevant statutory and voluntary sector committees and steering groups
- Maintain excellent records; oversee service databases
- Maintain professional knowledge by keeping up-to-date with current legislation and changes in policy and disseminate to the team
- Promote internal knowledge sharing and learning; undertake relevant internal and external training
- Work with an understanding of cultural differences and how this may impact the support clients receive and access
- Commit to equal opportunities, ensuring services are accessible to all sections of the community

Essential skills and experience

- Relevant experience of staff management, leading teams or project management in social care, health, education or voluntary and community sectors relating to working with vulnerable adults
- A practical understanding of physical, emotional and attitudinal barriers facing adult service users, including unpaid carers; and an awareness of cultural differences and accessibility of support
- Skills in coaching, mentoring, and performance management

- Able to motivate and empower others and develop a positive culture within the team; able to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Proven experience of report-writing, monitoring and evaluation; excellent communication skills; proficiency in using Word, Excel, and websites and experience of using a database
- Operational experience of multi-agency working; confident to forge effective relationships at all levels and across boundaries
- Strong emotional intelligence; calm under pressure
- Passion for helping others and solving problems
- Good level of education, ideally degree level or equivalent
- Valid UK driving licence and access to own vehicle

Desirable experience

- NVQ Level 3 in Health and Social Care or Information and Guidance
- Accredited Level 3 management qualification
- Two years' experience in leading a team in a similar role
- Knowledge of policy and legislation relating to unpaid carers

To apply, please send your CV with a covering letter to:
jobs@imago.community

Post is subject to references and a satisfactory enhanced
Disclosure and Barring Service check