



## Role Description

**Title:** Service Manager

**Reports To:** Operations Manager

**Salary:** £35,617 per annum

**Hours:** Full time (35 hrs per week) or we're open to part time hours for the right candidate.

Flexible working is available. The role can be office based or hybrid with one to two days per week working from home.

### **Mission and values**

The Good Shepherd has a long history of supporting the most disadvantaged people in Wolverhampton. Our mission is to end homelessness, support recovery, and create pathways out of poverty. Our core values are hospitality, compassion, and respect. We recognise each person's dignity and potential for growth and deliver services in a person-centred way.

We are excited to welcome a new Service Manager to our team! In this role, you will lead our financial inclusion, food insecurity, and community projects, including our food services, community shops, employability project, and the Pomegranate social enterprise café. You will ensure these services are delivered to a high standard and align with our core values of hospitality, compassion, and respect. You will collaborate closely with the leadership team to develop innovative new services and ways of working.

## Main Duties and Responsibilities

- Oversee the day-to-day operations of financial inclusion, food insecurity, and employability projects.
- Ensure services are delivered to a high standard and align with The Good Shepherd's mission, values, and person-centred approach.
- Involve people that use our services in the development and improvement of projects and engage with Good Shepherds Service User Forum (SUF) and Lived Experience into Action Project (LEAP).
- Work closely with the Operations Manager to coordinate and improve service delivery managing a set of Key Performance Indicators for your services.
- Collaborate with the leadership team to develop and implement new services and ways of working.

- Monitor and evaluate project outcomes to ensure effective service delivery and identify areas for improvement.
- Develop and maintain relationships with stakeholders, including service users, staff, volunteers, and partner organisations.
- Attend and contribute to operational and strategic groups including the financial wellbeing strategy and food alliance.
- Manage and support a team of staff and volunteers, ensuring they are well-trained, motivated, and aligned with organisational values.
- Provide regular staff supervision and team meetings.
- Coordinate and manage external agencies that operate from the centre.
- Prepare and manage project budgets, ensuring financial sustainability and accountability.
- Ensure compliance with relevant legislation, regulations, and organisational policies including food safety regulations, health and safety, and safeguarding.
- Advocate for the needs and rights of service users within the community and with relevant authorities.
- Provide regular reports to the Operations Manager and other senior management on project progress and performance.
- Any other duties which reasonably fall within the range and responsibilities of this post, as requested by a member of the management team.

**This post is subject to an enhanced DBS check. The Good Shepherd values lived experience and a copy of our policy on recruiting ex-offenders is available with the application form.**

## Person Specification

### What we're looking for

Experience and Knowledge

Essential

- Experience in project planning, monitoring, and evaluation.

Desirable

- Proven experience in the charity sector, preferably in the areas of financial inclusion, food insecurity, or employability.

- Knowledge of food safety and relevant legislation and regulations.

## Skills and Abilities

### Essential

- Strong leadership and team management skills, with the ability to motivate and support staff and volunteers
- excellent communication and interpersonal skills, enabling effective collaboration with various stakeholders
- Ability to develop and maintain strong relationships with service users, staff, volunteers, and partner organisations
- Strong organisational skills with the ability to oversee multiple projects and ensure high standards of service delivery.
- Proficiency in monitoring and evaluating project outcomes to identify areas for improvement

### Desirable

- Financial management skills, including budgeting, financial reporting, and ensuring financial sustainability

## Personal Attributes

### Essential

- Understanding and commitment to The Good Shepherd's mission, values, and person-centred approach.

## Qualifications

### Essential

- Experience with safeguarding practices and compliance.

### Desirable

- Relevant qualifications in social work, community development, or a related field.