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| **Job Title** | Services Manager |
| **Hours** | Full time 08:30 – 16:30 – Monday to Friday  |
| **Salary** | £29,936.51 to £35,142.86 depending on experience and successful completion of probationary period |
| **Location** | HybridCan be based at office at St Vedast House, Norwich, or IP City Centre Ipswich, and remote/at home where required. Occasional travel around Norfolk and Suffolk. Travel expenses paid |
| **Contract Type** | Permanent  |

**Job Description**

**About Us**

Equal Lives is a user-led disability rights organisation based in East Anglia. We work to the Social Model of Disability; its foundations are built on the idea that people are disabled by the barriers created within society. This includes physical barriers, attitudes, perceptions and access to information.

We offer a range of services in Norfolk and Suffolk, which aim to remove barriers to independence for Disabled people and empower people to understand their rights.

**About the Role**

Equal Lives offers a variety of services across Norfolk and Suffolk. These include:

* Advice and Advocacy - where Disabled people can access information and advice on a wide range of topics such as welfare rights and disability benefits, as well as receive support to understand and communicate their rights.
* Shopmobility - where Disabled people can borrow mobility equipment for free in Norwich city centre.
* Independent Living Services – provides information and advice to Disabled people in managing their care arrangements at home, including how to be a good employer of Personal Assistants (PAs). We also run a payroll service for their PAs and carers.

As Services Manager, you’ll be responsible for working with the Seniors, Team Leaders and Managers on the day-to-day running of the services, ensuring we’re compliant, efficient, effective, and working to the aims and objectives outlined in our strategy.

**Key Responsibilities and Tasks**

* Ensure smooth day-to-day running of charity operations.
* Work with the Business Manager to ensure compliance with policies and business requirements.
* Work with the Fundraising Team and Quality Assurance Officer to ensure appropriate data is collected and reporting is completed to a high standard.
* Line manage a team of Seniors, Team Leaders and Managers who are experts in their respective fields, providing them with ongoing support and development opportunities.
* Encourage innovation and continuous improvement across service areas.
* Foster a collaborative and accountable management culture across different service areas.
* Support Seniors, Team Leaders and Managers in setting and monitoring service delivery plans, KPIs, and outcomes.
* Attending various stakeholder meetings to represent Equal Lives and service users, contract management and commissioner relationships.
* Attending internal meetings with leadership team.

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| **Person Specification**  | Weighted 1-31 – low importance 2 – Desirable/medium importance3 - Essential/high importance  |
| An understanding and commitment to the empowerment of Disabled people, and removal of disabling barriers  | 3 |
| Leading and managing teams through cultural or operational change | 3 |
| Collaborating on design of services in line with strategic priorities  | 2 |
| Experience of working for a charity or non-profit organisation  | 2 |
| Be proactive and solutions focused  | 3 |
| Have a high level of personal integrity and confidentiality  | 3 |
| Excellent communication skills and ability to communicate with stakeholders at all levels  | 3 |
| Experience in managing budgets or have an understanding of keeping projects within financial constraints  | 2 |
| Effective prioritisation and organisation skills | 3 |
| Knowledge and understanding of safeguarding practices | 2 |
| Personal experience of Disability | 2 |