



SightSupport
Hull & East Yorkshire

Job Description

Job Title **Services Manager**

Reports to Chief Executive

Responsible for Services Staff

Purpose of the job – Overall operational management, qualitative and quantitative monitoring and development of Sight Support services.

Management of Services Staff

Overall management of services staff to include but not limited to recruitment, inductions, training, appraisals, sickness monitoring, performance management.

Manage and develop Services

Manage, in liaison with the Driving Team Leader, the provision Day Groups within Hull and East Yorkshire.

Manage, in liaison with the CAO Team Leader, the Community Advice Officer Service, which offers home visits to provide advice, information and guidance to people with a visual impairment in Hull and East Yorkshire.

Overall management, in liaison with Project Officers to ensure the smooth running of all funded projects included SocialEyes and Childrens and Families Services Activities.

Overall management, in liaison with the Telephone Befriending Coordinator, the volunteer telephone befriending service.

To liaise with and provide key information for the Income Generation and Marketing Manager (IGMM) with regard to the promotion of Sight Support services and services events.

To liaise with and provide key information for the IGMM with a view to sourcing funding for existing services and the development of new services.

Residential holidays

Organise and attend the annual holiday for visually impaired service users.

Monitoring and evaluation

Performance monitoring and management of all services ensuring they are efficient, cost effective and meet the needs of the charity and its service users.

Produce monthly reports on all activities including key performance indicators.

Develop appropriate changes to service provision as required in discussion with the CEO.

Produce Reports to the board.

Strategic planning

Participate in the development of the five year plan.

Be responsible for driving forward the strategic development of services.

Work as part of the Senior Management team for mutual benefit, operationally and strategically and to the overall benefit of Sight Support.

Finance

Setting and monitoring Services budget and overall responsibility for all funded project budgets.

Meetings/Networking/Promotion of services

Host and attend meetings with other agencies such sensory teams, Eye clinics etc.

Attend networking events to promote Sight Support services.

Arrange and chair regular Services Staff meetings.

Attend Sight Support Board meetings as required.

Beech Holme Court

Oversee support to tenants, ensuring that support plans are carried out by the CAO team and reviewed on an annual basis.

In liaison with Finance and Facilities Manager, contribute to the process of advertising and letting vacant flats.

Respond to tenant complaints as per the complaints policy.

Vehicles/Facilities

Oversee the maintenance and recording statistics for the fleet of 5 vehicles maintenance schedules.

Ensure compliance with all appropriate regulations, eg Section 19 permits, fuel duty rebates, vehicle defects, ensuring appropriate records are kept.

Act as Fire Marshall and contribute to fire safety procedures within the organisation.

General Requirements

- Possess as a minimum the essential skills detailed in the person specification.
- Adhere to and uphold Sight Support Hull and East Yorkshires' mission, vision, values, strategic aims and policies.
- Act with integrity and maintain the highest professional standards at all times.
- Maintain a confidential, sensitive and discrete approach to personal, sensitive and organisational information and adhere to Data Protection legislation.
- Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and a provider of services to carers.
- To work flexibly and collaboratively as a member of a small team, including volunteers and to attend and actively contribute to team meetings.
- Actively identify own training needs and personal development, and to participate in training sessions when required.

- Observe appropriate Health & Safety procedures and other Policies of Sight Support.
- Actively promote the work of Sight Support as an independent charity for the provision of help, support and provision of services in various forms for the benefit of visually impaired people in Hull and the East Riding.

You may be asked to perform other duties occasionally which are not included above but which will be consistent with the role and promotion of team working within Sight Support.