

Job Description and Personal Specification

Role:	Senior Service Manager – Home Office County Lines Service
Place of work:	Any of the 4 regional offices within this service.
Hours of work:	37 hours per week
Salary/Grade	Zone 2 GI £40,000 - £45,000
Reports to:	Assistant Director YP&F
Level of screening:	Enhanced DBS

Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mind-set of a business, we are uniquely placed to deliver on this challenging agenda.

Where you fit in

The Senior Service Manager (SSM) role has responsibility for the strategic development and operational management of Catch22's County Lines Support and Rescue Service funded by the Home Office.

County Lines Support Service A specialist support service for under 25s and their families who are criminally exploited through county lines in London, the West Midlands, Merseyside and Greater Manchester.

Rescue Service a rescue service with out of hours capacity to facilitate the safe return home, at a critical teachable moment, of under 25s from London, the West Midlands, Merseyside and Greater Manchester where they are identified outside of their home police force area in connection with county lines.

The role will also support the development of the Young People and Families (YPF) Hub and the implementation of learning and development, performance and impact, business development and wider work streams as required. The SSM will work with the YPF SMT and will take a lead role in implementing our YPF strategy in this area.

The role can be home based, but time spent in each of the services alongside travel across the UK will be required to support delivery and growth of services across the Hub. The ideal candidate will have experience of delivering and managing similar services, the right mix of leadership, passion and energy, and an innovative nature. A proven track record in engaging with positive relationships with commissioners and securing new business is essential. The role will involve promoting, connecting and building services in order to impact the lives of vulnerable young people with complex needs

Main Duties & Accountabilities

- To lead and ensure the delivery of high-quality services that meet all targets, standards and KPIs and to take prompt action to address any areas of underperformance.
- To recruit, manage, motivate, coach and develop a staff team including carrying out annual appraisals and regular supervision meetings. To manage their health, safety and wellbeing.
- To promote and embed Catch22's vision and values in local service delivery
- To ensure all service user information, interventions and other data as required by the contract are recorded on the relevant data management system in line with Catch22's policy.
- To ensure that all data is recorded, dashboards are completed and reports are provided to Catch22 and Commissioners in line with agreed schedules
- To ensure that the terms of the contract / grant agreement for the service(s) are met and that any relevant Catch22 colleagues are aware of obligations and timescales.
- To ensure that all safeguarding processes are followed, and that staff are clear that safeguarding is everyone's responsibility
- To manage operational risk, health and safety, governance and safeguarding issues in line with Catch22 and Commissioner policies.
- To manage the service budget in line with Catch22 policies and financial systems and the terms of the contract / grant agreement to ensure that the agreed margin is delivered and that all expenditure is eligible and recorded in accordance with the contract / grant agreement
- To ensure the effective utilisation of resources at local level to comply with contract / grant requirements and manage logistics of out of hours services in a the most efficient and effective manner
- To continually seek out ways to improve Catch22's services and identify new opportunities. To work with the Business Development team to develop new bids and tenders.
- To implement/develop and manage a service wide partnership plan which identifies and facilitates effective relationships with internal and external stakeholders including Strategic Partners, Commissioners, Government Agencies to promote Catch22 and seek opportunities to collaborate.
- To ensure that advisory and steering groups linked to the service have clear terms of reference, are chaired effectively and that outputs add value and contribute to the development of the service.
- To manage subcontractors and strategic partners, conducting regular performance and quality reviews to ensure agreed outputs and outcomes are delivered and the partnerships represent good value for money.
- To act as primary point of contact with the evaluation partner, working collaboratively with the Commissioner and other stakeholders to ensure feedback and evaluation is used to continually improve the service.

- To ensure that the diverse needs and aspirations of all groups of service users are considered in service planning and delivery and to enable all service users to fulfil their potential.
- To carry out such other relevant duties as may be required and as are commensurate with the nature and level of this post.
- To ensure meaningful participation and active co-production with service users and stakeholders.
- To work with colleagues across Catch22 to support the development of cross-directorate collaboration.
- To promote services at local and national level, taking every opportunity to advertise positively the work of Catch22.
- To ensure effective communication and liaison with partner agencies and local groups.
- To ensure that young people, parents/carers/families have ease of access to a range of support mechanisms and services.
- To act as an ambassador for Catch22, upholding and promoting our corporate values.
- This post will involve a travel across the Country, and occasional evening and weekend working

What does good look like for this role?

- Service is delivered in line with contract /grant agreement requirements and all targets are met.
- Service is delivered in budget and margin is met.
- Service is delivered safely, and risks/areas of underperformance are identified and managed appropriately.
- Hub outcomes are achieved.
- Service users have a positive experience and achieve their goals.

: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> Relevant qualification or equivalent experience in a relevant discipline such as youth, community, health & social care, management. 	<ul style="list-style-type: none"> Training/group work – information education delivery. Management qualification, NVQ3/5 Health & Social Care 	Application form and certificates
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> Extensive management of a similar project, with responsibility of the line management of staff. Experience of working with young people (8 – 25 years) and their families, identified as vulnerable or as having complex needs preferably within a community setting. Experience in budgeting and/ or financial management Knowledge of relevant current issues and research (including emerging trends and how best to respond to these and the children's social care arena e.g. Early Help; MFH, CE, County Lines; Mental Health) Knowledge of engagement strategies. Knowledge of Every Child Matters and other appropriate youth policies. Knowledge of children's services and relevant policies. Understanding and experience of Performance Management with regard to practice and target achievement. 	<ul style="list-style-type: none"> Knowledge of social and policy issues affecting young people (e.g. youth justice etc). Experience of working with disaffected young people. 	Application form/Interview
SKILLS & ABILITIES	<ul style="list-style-type: none"> Clear risk assessment skills, particularly when working with young people with complex needs. Ability to work creatively within agreed management arrangements, and to maintain positive relationships with key partner agencies. Ability to manage conflict & negotiation skills. Experience and skills to lead a team, setting objectives and priorities, monitoring performance against agreed targets. Reviewing skills in enabling staff to reach full potential and achieve targets through individual supervision, annual appraisal and learning development programmes. The ability to contribute to ongoing service evaluation and review Communicate well in a range of settings, with different people. 	<ul style="list-style-type: none"> Experience of, and commitment to, involving service users in the development of the service 	Application form/Interview

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	<ul style="list-style-type: none">• Good organisational skills (for self and others).• To be able to use a range of leadership styles as appropriate.• Work effectively in a team.• Manage conflicting demands.• To be able to adopt a flexible approach to all aspects of work.• Problem solving and a “can do” attitude.• Basic ICT skills.• Excellent verbal and written communication skills.• Attention to detail.• Understanding of spreadsheets, importance of monitoring and general knowledge of finance		
OTHER	Personal Qualities <ul style="list-style-type: none">• A high level of communication, interpersonal and presentation skills.• Ability to liaise and work collaboratively with professionals from other agencies including commissioners, managers and key service stakeholders.• Ability to work effectively under pressure and with minimal supervision.• Creative, flexible and able to work well with others in a team.• Honest and reliable.• Commitment to the organisation and also to their own personal and Commitment to diversity and implementing equal opportunities and anti-discriminatory practice professional development.• Commitment to enabling children/young people and their families to participate and achieve their full potential.		



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