

### **JOB DESCRIPTION**

<b>Job Title:</b>	Young People's Service Development Manager
<b>Location:</b>	Solihull
<b>Responsible to:</b>	Director of Operations
<b>Date:</b>	January 2020

#### **PURPOSE OF THE POST:**

The Young Person's Service Development Manager will play an important role in helping us identify how we can make a significant difference to the lives of young people in need.

The post holder is responsible for working with the Leadership Team to develop and pilot new, innovative service/s that respond to identified need and that meet our mission and strategic priorities and to raise our profile locally and beyond.

The post holder will be responsible for the delivery and coordination of any services developed and will be actively involved in identifying and securing funding.

#### **KEY RESPONSIBILITIES:**

##### **Service Design and Development**

1. To lead an innovative and imaginative approach to service design and development, translating our vision and strategy into service models that meet the needs of children and young people.
2. To work with the Leadership Team, commissioners and external stakeholders (including co-design with young people) to identify opportunities that respond to need; producing feasibility and options papers.
3. To work with the Business Development Manager in the development and implementation of a Fundraising Strategy that leads to securing new business opportunities, across education, health and the private and charity sectors.

##### **Project Coordination**

1. To take responsibility for the day to day delivery of the Children & Young People's Services, ensuring that day to day issues are addressed, problem solving, where required and ensuring systems are maintained for the effective delivery of services.

2. To lead on, the development and expansion of the service.
3. To be responsible for the budget management for service/s.
4. To lead on the investigation into any complaints/safeguarding incidents that may be raised.
5. To contribute to and lead on relevant evaluation and monitoring activities to demonstrate project outcomes and impact, including the production of internal and external reports as requested.
6. To be involved in and where appropriate lead on the development and implementation of operational Policies and Procedures to support the service.
7. To monitor the overall performance and quality of a designated services, ensuring the highest possible standards of delivery are maintained and to create an environment of continuous improvement.
8. To ensure the service meets and exceeds the requirements of the any relevant funding bodies.
9. To promote the active involvement of service users.
10. To develop and maintain relationships with key stakeholders and other partners by taking part in relevant forums / meetings; ensuring that SJMT is embedded in local communities across the local area, building and maintaining the public profile of the Charity.
11. To contribute to the strategic planning of the Charity.

### **Staff Coordination**

1. To provide effective coordination and line management to designated staff.
2. To encourage staff in their personal development through the Appraisal and Supervision process. To appraise staff and agree training and development needs.
3. To deal with staffing issues such as recruitment, disciplinary, grievance and ill health matters in accordance with Sir Josiah Mason Trusts policies, and in liaison with the Human Resources Manager/Service Managers, as appropriate.
4. To ensure adequate staff resourcing to deliver services at all times and cover in the absence of other staff as necessary
5. To ensure that all staff are familiar with and comply with all organisational policies, procedures and legislative requirements governing the organisation.

### **General Responsibilities**

1. To work within confidentiality applying the principles of data protection to record keeping and data sharing, and compliance with the Data Protection Act/GDPR.
2. To promote the organisation and its values and beliefs at all times to maintain its good reputation.

3. To attend and complete all mandatory training, adopting up to date and relevant knowledge within the working practice.
4. To take responsibility for your own personal and professional development.
5. To offer suggestions, advice and comments towards continuous improvement in a structured and constructive way.
6. To be flexible to work occasional weekend and evening sessions.
7. To carry out any other duties commensurate with the role, as required.

The key tasks listed above are only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendment to take account of changing circumstances. Any changes will be made following discussion with the role holder. The role holder will need to ensure they remain co-operative and flexible undertaking all tasks as required in line with the Trust's values, policies/procedures and regulations

## PERSON SPECIFICATION

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of project management and service development including the implementation of new processes and systems.</li> <li>• Experience of representing and being an ambassador for your employer and young people's voices.</li> <li>• Experience in working with children and young people with various levels of need in health, social care, education or third sector organisations.</li> <li>• Experience of working from a person centred and outcome driven approach.</li> </ul>	<ul style="list-style-type: none"> <li>• Research experience</li> <li>• Understanding of the education and care systems</li> <li>• Experience of grant and tender writing</li> </ul>	Application/Interview
<b>QUALIFICATIONS/ KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Evidence of continued professional development</li> <li>• To have knowledge of the issues experienced by children and young people who are care experienced and NEET</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> <li>• Knowledge of current government policy and best practice in our area of work</li> <li>• To have knowledge of children and young people's mental health</li> </ul>	Application/Interview
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Excellent oral, written and presentational and communication skills</li> <li>• Ability to engage with a diverse range of people and to adjust your approach accordingly</li> <li>• Excellent IT skills</li> <li>• Ability to analyse and interpret data</li> <li>• Good report writing skills</li> <li>• Able to work independently and within a team</li> <li>• Self-motivated and flexible, with the ability to adapt as the role develops and evolves.</li> <li>• Problem solving skills including the ability to work innovatively develop plans and table solutions.</li> </ul>	<ul style="list-style-type: none"> <li>• Existing local relationships and networks in relevant field</li> </ul>	Application/Interview
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Ability to work flexibly, including occasional evening and weekends in line with the requirements of the role</li> <li>• Car driver with access to a vehicle during working hours</li> <li>• Commitment to continuing professional and personal development and to developing best practice.</li> <li>• A creative, can-do attitude.</li> <li>• Keen and active interest in the work of the Trust</li> <li>• Shares the values of SJMT</li> </ul>		Application  Application  Interview Interview Interview Interview