community led initiatives

Inspire
Transform
Flourish

Service Manager (Maternity Cover)

Team: Luton Recovery
Location: Luton
Salary: £32,000 to £34,000 per annum (dependent on experience)
Working Hours: 37.5 per week
Contract Type: 12 months FTC

INTRODUCTION

Community Led initiatives are a lived experience organisation that believes in the capacity for **human change**. We support those who have been through the criminal justice system, have been affected by drug and alcohol addiction, homelessness or mental health issues. We help them to **overcome the barriers which may be preventing them from achieving their goals**.

We inspire people to believe that change is possible. We seek, recruit and develop employees who personify change as they will have encountered and overcome many of the barriers which the people we support will face.

We provide one-to-one peer support and group work activities to help the people we work with to achieve their personal goals. In addition to addressing their practical and emotional needs we help them to develop a new positive sense of self. By the end of our mentoring relationship, the people we work with feel empowered to move their lives forward independently and build upon the successes achieved with us.

Many of the people we work with go on to volunteer here at CLI to help build their CV, develop skills, gain meaningful work and bring utility to their past. And we are proud to say that a significant number of CLI mentoring programme graduates go on to become long term ambassadors for change.

We work in partnership with other organisations that are striving to deliver positive impacts, support change, and share our commitment and values.

And we actively welcome those with lived experience of offending, addiction, homelessness, or mental health issues as part of our team. Where others see risk, we see opportunity.

We believe everyone deserves to feel valued, to be happy, to belong.

JOB SUMMARY

As Service Manager, you will work closely with the Regional Manager in managing the successful delivery of service operations for the Luton contract. You will lead and motivate staff to deliver a high performing; effective services centered around the needs of the people we support. You will act as an ambassador for CLI locally and will work closely with the Regional Manager and external stakeholders such as commissioners and partner agencies to grow, improve and develop the services.

The role will involve working with external stakeholders and linked providers to ensure the delivery of services is in line with the contract and funder requirements whilst ensuring it is in line with CLI's strategic plan, mission and values. It is essential that you have excellent management skills with the ability to problem solve and communicate effectively to your team to ensure the team understand their responsibilities and CLI's mission.

KEY DUTIES & RESPONSIBILITIES

- To manage the service delivery of the Luton contract.
- To grow, improve and develop the services with the support of the Regional Manager.
- To have overall responsibility for the Luton team ensuring you are informed and up to date with employee performance.
- To lead and develop effective relationships with CGL, partner agencies and other stakeholders within and connected to the Luton contracts.
- To liaise effectively with local organisations and other relevant agencies to support the development of stakeholder networks which provide opportunity of rehabilitation for people engaged in the service.
- To promote and embed the workplace values of CLI within the team.
- To ensure the delivery team participate in, as appropriate, training, research, and other developmental activity relevant to improving performance and standards of practice.
- Participate in the development of evidence-based practice within CLI's model of service delivery.
- Promote high standards of person-centered practice amongst the team in line with our organisational values.
- To ensure that you are up to date on all relevant policies and procedures in line with local and governmental frameworks.
- To support the progress and development of CLI's Strategic Workplans and implement and oversee relevant operational work plans.
- Ensure projects have the required resources and capacity to successfully deliver the contracts and achieve required service response, quality, and performance indicators.
- To identify and resolve any performance issues among the delivery team ensuring you seek the advice of HR.
- Monitoring performance against targets and deliverables for the contract and contribute to ensuring contractual and regulatory compliance.
- To maintain highly effective administrative and reporting processes, including the collation of performance data and preparation of contract and Director reports.
- Reporting contract performance trends and issues to the Regional Manager and SMT.
- Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
- Comply and ensure the implementation of CLI's policies and procedures.
- Carry out such other relevant duties, as required.

PERSON SPECIFICATION

Qualifications & Experience	Essential	Desirable
Experience of managing the delivery of a service, contract or project.	☑	
Experience of managing, supervising and coaching employees and/or volunteers, motivating them to drive success and positive outcomes.	☑	
Experience in inter-agency working and building and maintaining strong, positive relationships with partners and stakeholders.	☑	
Experience of producing detailed reports to a high standard including performance reports.	☑	
Knowledge	**Essential**	**Desirable**
Comprehensive knowledge and understanding of the criminal justice system, homelessness, mental health, substance misuse and the work of Probation services.	☑	
A comprehensive understanding of best practice when working with individuals across different areas of challenge.	☑	
Knowledge of how to assertively motivate, empower, challenge and develop people.	☑	
Skills & Attributes	**Essential**	**Desirable**
Excellent interpersonal, communication and presentation skills with excellent attention to detail.	☑	
Effective time management skills with the ability to prioritise work, handle conflicting demands and meet tight deadlines.	☑	
Excellent IT skills, including Microsoft Office software and previous experience of working with other systems and databases.	☑	
The ability to be creative and forward thinking, with a “can do” and solution focused attitude when faced with challenges that may require flexibility, adaptability and resilience.	☑	
Demonstratable coaching skills with the ability to bring out the best in their team.	☑	
Inclusive, collaborative and approachable manager.	☑	
Ability to confidently lead, influence and embed, company culture, change and new ways of working.	☑	
Flexible and responsive approach whilst understanding the context and people.	☑	
Strategic awareness and critical thinking skills.	☑	
Data management, analysis and report writing skills.	☑	
Project management skills.	☑	
Other	**Essential**	**Desirable**
Current driving license, use of car and appropriate business use insurance.	☑	
Ability to work across Luton to meet service delivery demands when required.	☑	
Be able to display a thorough understanding and commitment to the protection and safeguarding of vulnerable people.	☑	

EMPLOYEE BENEFITS

Holidays: 28 days plus bank holidays with Christmas closure between Christmas and New Year for all employees. Annual leave increases in line with length of service.

Birthday: Enjoy an extra day off on your birthday.

Training & Development: 2 hrs per month to focus on learning and career development.

Reflective Practice and Monthly Coaching: An opportunity to evaluate actions and experiences to gain insights and improve future performance.

Wellbeing: Your health and wellbeing matters to us. We run regular monthly wellbeing activities, giving you dedicated time with your colleagues to focus on your wellbeing. We also hold regular social events to help you connect with your colleagues in a relaxed and fun setting.

Employee Assistance Programme (EAP): This provides all employees a safe space to discuss any of their personal or professional challenges. It is a confidential service available 24/7 for all employees and their immediate families that includes, short-term counselling, legal advice, and financial guidance.

Pension: Peoples Pension scheme, contributions are 3% employer and 5% employee.

Life insurance: Five times salary.

Volunteering Days: An opportunity to give back to the community.

CLI Staffing Group: An active forum to share your opinions to influence and change the way CLI operates.

Employee Social Fund: An initiative designed to bring the organisation together on a social level, fostering relationships and incorporating our values.

Refer a Friend Scheme: An opportunity to qualify for a £250 reward voucher if you refer someone you know into any paid, externally advertised position (permanent or fixed-term) within CLI.

WE ARE GOLD ACCREDITED BY INVESTORS IN PEOPLE, ACCREDITED BY THE LIVING WAGE FOUNDATION AND SUPPORTERS OF THE GREATER MANCHESTER GOOD EMPLOYMENT CHARTER

LIVING WAGE EMPLOYER

INVESTORS IN PEOPLE | Gold

SUPPORTER COMMITTED TO GOOD EMPLOYMENT IN GREATER MANCHESTER

CLI VALUES

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People First

People are our top priority. We care so everyone can be their best.

- We care about our work, our colleagues and our service users. We strive to be helpful, kind, understanding and inclusive in everything we do.
- We set clear boundaries.
- We show appreciation to our colleagues and team.
- We take accountability and ownership.
- We are collaborative and embrace diversity.

Community

Our actions and support help build stronger communities where people can find their place and thrive.

- We make a positive impact and contribute to building stronger communities for now and the future.
- We work to increase access and opportunity for all whilst adjusting to meet changing community needs.
- We provide a fun and supportive environment that empowers service users to grow, learn and flourish.
- We collaborate with stakeholders and partner agencies, always putting service users at the forefront of our decisions.
- We build partnerships through open, clear and honest communication.
- We honour our commitments and focus on "how can it be done?"

Transformation

We do challenging work, creating positive change that helps people move on with their lives.

- We believe that small ongoing improvements can result in major positive changes.
- We embrace change.
- We dare to be different and challenge the status quo.
- We use our imagination to propose new ideas and solutions.
- We view problems and ideas in a fresh way.
- We take smart risks.

Excellence

We strive to always be our best, to exceed expectations, to learn from our mistakes.

- We are committed to delivering the highest quality service.
- We are committed, courageous and resilient.
- We persevere and overcome difficulties.
- We continue to learn and grow.
- We work with drive and determination and are motivated to step up in any way possible.

Trust

We trust ourselves, our colleagues and those we work with to do the right thing, to show respect, integrity, acceptance and fairness in all we do.

- We are professional, ethical and trustworthy.
- We are committed to being honest, professional, and accountable in our relationships and in everything we do.
- We are transparent and open.
- We tell the truth openly and without hesitation.
- We believe in doing the right thing and question when others speak or act in a way contrary to our values.