

Job Description

Job Title	Client Services Manager
Job Purpose	Responsible for the strategic management and development of the Client Services delivery across South Cumbria, spanning two sites of delivery and associated teams. Line managerial responsibility for two Client Services Supervisors, who directly co-ordinate the operational delivery of services across the organisation.
Responsible to	Deputy Chief Executive Officer
Working with	Client Services Teams, external partners, the Senior Management Team and wider Charity employees.
Responsible for	The delivery of high quality, responsive and accessible services across the organisation.
Hours and salary	35 hours Monday to Friday £39,748 - £43,625 per annum
Location	Both Kendal and Barrow-in-Furness offices

Tasks and Responsibilities

Leading the Client Services offer:

1. Strategic Planning: Contribute to and implement multi-year plans in line with the Charity Business Plan, to ensure service delivery meets the changing needs of local older people.
2. Project Management: Develop, monitor and manage various projects to ensure effective operational delivery against agreed KPIs. Produce high quality project reports to comply with funder requirements.

3. **Operational Oversight:** To provide support to two Client Services Supervisors to ensure the smooth delivery of high-quality services across the organisation. To monitor demand for service delivery to inform organisational resource and associated budgets.
4. **Team Leadership:** To foster a positive team spirit and work ethic. Lead, inspire, and develop a diverse team of staff and volunteers; support recruitment processes and appraisal reviews. To identify appropriate opportunities for training, in order to continuously develop and maintain knowledge and skills within Client Services.
5. **Compliance & Risk:** Ensure all both sites and operational services comply with Health and Safety and Fire regulations and wider organisational policies and procedures. To effectively contribute to organisational and Client Services audits and ensure consistent compliance with the associated benchmarks.
6. **Growth & Innovation:** Identify opportunities to develop and diversify services to meet the needs of older people across South Cumbria.
7. **Brand Advocacy:** Act as an ambassador for the charity, ensuring staff and services reflect organisational mission and values.
8. **Partnership Working:** To develop and maintain professional links with local partners to facilitate a collaborative approach to the support of our client group. To co-ordinate consistent visibility across South Cumbria to support effective partnership working and increase the profile of the organisation locally.

Contributing to the continued development of the Charity

1. To identify opportunities for improvement and development of Client Services and communicate these at Senior Management Team level for consideration.
2. To be a member of and fully participate in the Senior Management Team meetings.
3. As a member of the Senior Management Team, contribute to the wider governance of the Charity such as appropriate policy reviews as directed by the CEO
4. To act as a champion of new initiatives developed by the charity.
5. Travel around South Cumbria will be required, so car driver with access to a vehicle is essential.

There are five weeks paid holiday per year, increasing to six weeks after 5 years' service, plus public holidays and an additional birthday day off. A health benefit scheme is available for staff after completing a probationary period of three months, and a pension scheme is available after three months' service.