

Job Title:	Services Manager
Responsible to:	CEO
Hours:	37.5 hours per week (includes all school holidays except Christmas)
Work Location:	Portslade Village Centre, 3 Courthope Close, Portslade, BN41 2LZ / Homeworking Can offer flexibility for the right candidate
Salary:	£37,000-£41,000 depending on experience
Direct Reports:	4 x Venue Leads, 1 x Deputy Participation Lead, 1 x HR Advisor

Extratime Overview:

Extratime is an award-winning charity providing play and leisure activities for hundreds of children and young people with and without disabilities across Brighton & Hove and West Sussex. Most of the children and young people at Extratime's clubs and holiday schemes have learning disabilities. For some, this includes complex medical needs and conditions such as autism. At Extratime they have the specialist support they need to have fun, try new things and make new friends. Families consistently tell us Extratime is their 'life-line' and this has been especially important during the pandemic as even the most resilient families with children and young people with disabilities have been extremely isolated and vulnerable.

Our current offer includes three after school clubs in local specialist schools, two youth clubs at our Portslade Centre and five holiday schemes across all these settings. We also run monthly family events. During the first lockdowns we established a virtual offer, 'Extratime@Home', along with lots of other creative new ways to support families. These have been vital for our families and valued by our partners and funders.

The specialist care we provide broadens horizons for children and young people, and for their families, alleviates some of the extreme pressure of caring for a child with a disability.

Please visit our website to see more about us and what we do: www.extratimebrighton.org.uk

Role Overview:

This exciting role is a fantastic opportunity for the right candidate to make a difference for children, young people and families in Brighton & Hove and West Sussex.

As Services Manager, you will be responsible for managing the smooth and efficient delivery of Extratime's services, working with a team that shares your passion for delivering the highest standards of care and support to children, young people and their families.

The role holder is responsible for operational oversight of all existing and new Extratime services. A particular focus is quality assurance: ensuring services are delivered to a high standard and fulfil the needs of children, young people and their parent carers.

This is a diverse and interesting role that requires the ability work at both a strategic and operational level. Outstanding project and risk management skills are vital, as is identifying and addressing opportunities for continuous improvement. Excellent interpersonal skills will be important to enable you to build strong and trusted relationships with families and colleagues. You will also play a key role in modelling Extratime's values, professional behaviours and ways of working, motivating your own and the wider team.

The role is part of Extratime's busy, friendly Core Team, incorporating HR, Operations, Finance, Fundraising, Administration and Management.

Main Duties

Service Management & Development

- Responsible for the smooth running and management of Extratime's programme of services, ensuring they are delivered in accordance with Extratime's policies and procedures (e.g. Safeguarding, Health & Safety) and meet the needs of children, young people and their families
- Work with the CEO to identify and meet operational targets to achieve Extratime's organisational key objectives; quality, value for money and participation. This includes working creatively to maximise places across all services
- Lead the planning and project management process for all services and systems, ensuring project plans are developed and delivered that clearly set out key actions/deliverables, responsibilities, and timescales
- Build and maintain relationships with external stakeholders, e.g. schools, venues, Social Care teams, Outreach teams, and represent Extratime at multi-agency meetings and statutory reviews

Quality Assurance

- Ensure all services are delivered to a high quality, are Ofsted-ready and meet Ofsted standards in all aspects
- Identify opportunities for continuous improvement/proactive risk management and lead projects/actions to implement these
- Investigate complaints and safeguarding concerns in accordance with Extratime policies and procedures and make recommendations on required actions
- Lead the review of policies and procedures, working with relevant colleagues to ensure Extratime is compliant with relevant employment/H&S/GDPR legislation, Ofsted requirements and best practice
- Use new and existing tools to enable efficient and regular operational and budget reporting/analysis and contribute to quarterly/annual reports

Health & Safety

- Ensure all venues are compliant with Extratime's Health & Safety and Safeguarding policies and practices and that processes are in place to identify risks/issues and take corrective action
- Manage all COVID-19 related H&S arrangements, including remaining abreast of all changes to national guidance and local advice as they relate to Extratime and updating all policy documents/risk assessments in consultation with leadership team
- Regularly review accidents, incidents and near misses at Extratime venues, ensuring serious/complex cases have been investigated, analysing common causes/issues and identifying corrective actions to address these
- Lead the external annual review of Extratime's Health & Safety Policy, making changes to the policy and associated processes as required

Resourcing

- Agree future operational headcount needs with CEO and ensure HR develops and delivers plans to attract and retain high-quality staff
- Participate in and support the recruitment process, ensuring compliance with Ofsted regulations and employment law
- Ensure HR has created suitable rosters for all Extratime services, and they meet Ofsted requirements and H&S legislation
- Ensure effective onboarding procedures are in place for new staff and volunteers and that appropriate training is completed to meet Extratime's legal responsibilities and best practice
- Oversee the payroll process, working with Finance and HR to ensure it is delivered to time/budget and they are taking necessary action to meet Extratime's statutory obligations (e.g. SSP, SMP, SPP, pension, HMRC requirements)

People Management & Team Working

- Manage and support Venue Leads, HR Advisor and Deputy Participation Lead by conducting regular 1:1s to ensure they and their teams are working in the most effective and efficient manner to support the achievement of Extratime's objectives and the best outcome for children and young people
- Work as part of the Core Team, supporting colleagues by sharing knowledge, best practice and contributing positively to team meetings and organisational development.
- Support fundraising activities by working within GDPR and confidentiality policies to collate and share; data, case studies, images with fundraising colleagues
- Role model Extratime's values, professional behaviours and ways of working throughout the charity and its activities
- Fulfil any other duties considered reasonable as directed by the CEO, including deputising during periods of absence

Person Specification

Essential Experience, Skills & Knowledge

1. An outstanding track record of planning and delivering multiple programmes/projects, preferably across disciplines/functions
2. Experience of working with/service provision for vulnerable people
3. Highly organised, efficient and self-motivated
4. Proven experience of working under pressure and adapting to changeable competing demands, prioritising own and others' work as necessary
5. Excellent problem-solving skills, with the ability to assess relevant information to support effective decision making and applying judgement as to when to escalate issues
6. An experienced leader who motivates and develops own and wider team
7. Good understanding of Health & Safety processes and their practical application
8. Proven experience of identifying and implementing opportunities for continuous improvement
9. Able to communicate effectively and sensitively with a range of audiences, including colleagues, children and young people, parent carers, partners and commissioners
10. Confidently and competently able to work with data/budgets, with a keen eye for detail and a high level of accuracy
11. Excellent IT/MS Office skills, particularly Microsoft Excel

Essential Qualifications

1. Educated to A level or equivalent, including English and Maths GCSE (or equivalent)

Personal Attributes

1. A passion for social justice and equality of opportunity
2. A flexible and personable approach
3. A commitment to excellent customer care
4. A positive, 'can do' attitude and the ability to work on own initiative
5. A keen eye for detail and a high level of accuracy
6. Ability to remain calm, confident and make decisions when under pressure
7. Ability to apply judgement as to when to escalate issues

Desirable Experience, Skills & Knowledge

1. Experience of working with/service provision for children and young people and/or people with disabilities
2. Experience of working in not for profit/charity sector
3. Experience of working as part of a multi-discipline team

Desirable Qualifications

1. Educated to degree level

IMPORTANT:

We will ask you to demonstrate that you have the right to work in the UK under the Asylum, Immigration and Nationality Act 2006. For UK citizens, this simply requires a UK passport.

As part of Extratime's procedure for checking the suitability of applicants we require that all workers hold an Enhanced DBS check. If you do not have a portable Enhanced DBS, we will support you to complete the DBS registration before you can start work with us.