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Bradbury Lodge

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# Service Delivery Manager - Job Description and Person Specifications

Our support services are at the core of what we do as a charity. We’re seeking an individual to take on the management and lead of our client-facing services. You will be joining the team at an exciting time of growth and development as our services expand across the county.

This role will suit an individual with project management and team leading skills. You will be helping us to take our services and support for visually impaired people to the next level.

MyVision Oxfordshire is a charity supporting visually impaired people to live independent and active lives.

We provide a range of services across Oxfordshire including:

* Information & Advice
* Equipment Provision
* Technology Training
* Befriending and Counselling
* Clubs, Groups, and Sporting Activities
* Children’s events
* And much more

You can find out more about our work and services at our website: [www.MyVision.org.uk](http://www.MyVision.org.uk)

**Job Title:** Service Delivery Manager

**Hours:** 35 hours per week, worked over Monday-Friday

**Salary:** £35,000

**Annual Leave:** 25 days, plus bank holidays

**Contract Type:** Permanent (6-month probationary period)

**Reporting to:** Chief Executive

**Base:** Office based at our centre in Oxford, with some home/remote working and travel around Oxfordshire.

**Closing Date:** 22nd March 2023 12noon

**Interview Date:** 29th March 2023 in person at Bradbury Lodge

## Job Purpose:

To manage and lead on all aspects of service delivery. Ensuring all processes, procedures and recording are up-to-date and running effectively. You will be a supportive team leader and provide management on all aspects of service delivery.

## Duties:

**Line Management**

* Support all service delivery staff to carry out their duties effectively
* Provide line-management and supervision for staff
* Oversee training and development of service delivery staff
* Support the recruitment and induction of new service delivery staff

**Service Delivery and Project Management**

* Develop processes and procedures to ensure the smooth running of all services and projects
* Keep all service policies up-to-date
* Oversee risk assessments for all projects and activities

**Service Development**

* Work with the team on developing and improving existing services
* Work with the team on developing new services across the county
* Build strong relationships with our partners and other organisations, both locally and nationally
* Work closely with the fundraising team to ensure projects and activities are fully funded

**Record Keeping and Monitoring**

* Be the organisational lead and expert on our CRM system
* Ensure service delivery staff are keeping accurate records of all activities and client interactions
* Provide reports on project KPIs (Key Performance Indicators)

**Other duties:**

* Attend and contribute to team meetings
* Attend relevant training
* Be an ambassador for MyVision and help us to reach out, grow and continue to support visually impaired people across Oxfordshire
* Other reasonable duties set out by the Chief Executive
* There may, on occasion, be a need to work outside normal hours e.g. weekends and evenings

This role will be challenging, but full of purpose. You’ll be joining a supportive and driven team - many of whom have lived experience of sight loss. As a manager you will be playing an important part in the leadership of the organisation, ~~you will be~~ working closely with the Chief Executive to ensure the organisation runs smoothly.

## Breakdown of duties

*This is a rough guide to your duties; flexibility will be required.*

|  |  |
| --- | --- |
| **Tasks** | **% of your time** |
| Line Management | 30% |
| Service Delivery | 30% |
| Service Development | 15% |
| Record Keeping and reporting | 15% |
| Other duties | 10% |

## Person Specification

## We expect candidates to evidence how they meet the criteria in their covering letter. This can be through work, volunteering, and your personal life.

**Essential skills, experience, and knowledge:**

1. Line management and team leading
2. Project management and delivery
3. Client based service delivery
4. Strong digital skills, including Office 365
5. Strong administrative skills

**Desirable:**

1. Lived experience of visual impairment or other disabilities
2. Experience of working within a disability charity, local or national

## Personal Qualities

1. The ability to work under own initiative
2. Strong attention to detail
3. Creative thinker and problem solving
4. A supportive team player

This role would ideally suit someone with experience in service delivery within a charity or health and social care setting. We also recognise there are many transferrable skills from other sectors. Full training will be given regarding visual impairment~~,~~ and there will be plenty of time to immerse yourself in our services and get to know our clients and volunteers.

This role may also be known in other sectors as: Services Manager, Client Services Manager, Service Operations Manager or Service Delivery Lead.

## Safeguarding

MyVision is committed to safeguarding children and vulnerable adults. You can find our safeguarding policy here – [Safeguarding Policy](https://www.myvision.org.uk/about-us/safeguarding/). This role is subject to a DBS check and two references.

## Equal Opportunities and Disability

MyVision is an equal opportunities employer and Disability Confident Leader. If you have any concerns about the role or the application process that may relate to your disability or health condition, please do [contact us](mailto:recruitment@oxeyes.org.uk?subject=Finance%20&%20Operations:%20Adjustments). We are also a Youth Friendly Employer, Age Friendly Employer and signed up to the [Mental Health at Work Commitment](https://www.mentalhealthatwork.org.uk/commitment/).

MyVision has a strong commitment to employing staff and volunteers with lived experience of sight loss, you can find out more here: [MyVision Oxfordshire Commitment to Lived Experience.](https://www.myvision.org.uk/about-us/work-for-us/)

**Access to Work**

Support can be provided through Access to Work if you have a disability or long-term health condition. This can be equipment, travel to work, or travel within work. You can find out more about Access to Work here: [Access to Work](https://www.gov.uk/access-to-work).

## How to apply

Please send an up-to-date copy of your CV, including two references and a covering letter evidencing how your skills and experiences meet the persons specifications and job role. You may use evidence from work, volunteering, and your personal life. Please use no more than 500 words.

**NOTE:** Your application will not be accepted if a covering letter is not included in your application.

You can send your CV and covering letter to [recruitment@MyVision.org.uk](mailto:recruitment@MyVision.org.uk). If you have any questions, please don’t hesitate to [contact us](mailto:recruitment@oxeyes.org.uk?subject=Finance%20and%20Operations:%20Querry%20).

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