**Assistant Head of Services**

**Job description**

**Job Title:** Assistant Head of Services

**Responsible to:** Head of Services

**Accountable to:** Chief Executive & Gaddum Centre Committee

**Reporting to:** Head of Services

**Salary: NJC SP38 £32,778per annum – Trustee Board pay review pending**

**Working hours:** 35 hours with flexible working required to suit the needs of the role

**Location:** Gaddum Centre & other service delivery sites.

**Job Summary**

The Assistant Head of Services will be responsible for the operational management of client services provided by Gaddum Centre and the direct supervision of service managers.

**Job Purpose**

To manage the client services for adults, children and young people delivered by Gaddum Centre to those people most in need across Greater Manchester; ensuring high standards and value for money. Current services include carers support, counselling, advocacy, bereavement and palliative care work, information, advice and guidance for individuals and families, plus other additional services.

To demonstrate leadership in ensuring delivery of excellent support services for local people.

The Assistant Head of Services will have responsibility for:

* Supporting and deputising for Head of Services.
* Operational management responsibility for services, particularly service areas supporting unwaged carers.
* Leading on recruitment in line with policies and procedures, supported by Head of Services.
* Robust support including HR, staffing, Health & Safety to service managers.
* Quality Assurance and Service Governance including Risk Management
* Monitoring and reporting compliance.
* Contract monitoring & compliance including internal monitoring reports.
* Information Governance Lead

**Main Duties and Responsibilities**

***Operational management***

* To support the Head of Services to lead a high performing client service function providing clients with excellent service delivery.
* To manage an appropriate and robust management framework to ensure effective operation and effective delivery of client services of Gaddum Centre.
* To report to Head of Services and advise on all issues relating to supervision, service delivery, quality assurance, risk assessment and service governance.
* To be responsible for the direct line management and supervision of allocated Service Managers, including performance.
* To contribute to business and service development as required by Chief Executive and Head of Services.

***Finance, HR, Health & Safety support***

* To ensure through robust supervision of service managers, the monitoring of expenditure in line with planned budgets
* To demonstrate awareness of financial issues and develop appropriate systems to ensure good financial practice across services.
* To develop a value for money ethos with service managers and challenge traditional ways of spending.
* To provide day to day advice and support to service mangers on staffing & HR issues.
* To oversee and ensure effective use of appraisal and PDP system.
* To lead in the recruitment and induction of staff within services, supported by Head of Services.
* Facilitate the provision of relevant training and development to ensure continuous professional development for the provision of evidence based quality client services.
* Ensure health and safety legislation and risk assessments are known and adhered to within services.

***Quality Assurance***

* To be organisational lead for Information Governance.
* To be ensure ongoing management of organisations quality assurance systems e.g. PQASSO, etc.
* To ensure client services meet acceptable quality and good practice standards.
* To ensure client services meet all service governance standards.
* To be responsible for the risk management systems for the delivery of service governance.
* To coordinate organisational response to 4 Cs -complaints, concerns, compliments and comments.
* To provide support for the development of placement opportunities for students and trainees across Gaddum service areas.

***Contract monitoring & compliance***

* To coordinate internal systems for monitoring/audit to meet requirements of commissioners
* To support Service Managers at contract monitoring meetings with commissioners.
* To support Chief Executive and Head of Services to maintain effective working relationships with commissioners and referrers, all associated service providers and other statutory and voluntary sector partners.
* To audit and report on compliance with the standards expressed within contracts and the duration of the term.
* To be responsible for interpreting local standards to support both national and commissioner requirements/expectations in contracts and national directives.
* To develop and coordinate the production of board reports across service areas for Head of Services.

***Other duties and responsibilities***

* To represent Gaddum Centre and participate at external meetings and events ot maintain awareness of local, regional and national issues affecting quality and compliance for charitable companies.
* To meet regularly with Head of Services for supervision.
* To organise and attend meetings as required by Head of Services.
* To undertake additional duties within competence of post holder as required by Head of Services.
* Give presentations and talks about work of Gaddum Centre as required.
* Flexible approach to working patterns to suit the needs of the role and responsibilities as required.
* Support the development of a training package offer to generate income.

The post-holder will be required to undertake other tasks as reasonably directed by Chief Executive or Head of Services, which will usually be commensurate with the skills and experience of the post-holder.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that, over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained, without changing the general character of the duties, or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum Centre policies and procedures.