

## Service Manager

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Company: British Red Cross

Location: East Sussex

Category: other-general

About The Role **Job Title: Service Manager** **Job Location: East Sussex** **Salary £, Per Annum based on hours per week** **Contract Type: Permanent** Can you lead an amazing team

and the delivery of services which really make a difference to the lives of vulnerable people? We have an exciting opportunity for enthusiastic and diverse individual to join our vibrant Independent Living (IL) team as a Service Manager. **A day in the life of a Service**

### **Manager will involve:**

You will co-ordinate and develop our local IL offer to ensure that IL services are provided in a comprehensive and co-ordinated way. You will manage the services and ensure that all appropriate service standards, recognised good practices, legal requirements and budgetary management are incorporated into a quality programme that meets the needs of our beneficiaries and values the work of volunteers.

You will actively network among Health & Social Care related bodies in the area to establish the Red Cross in the relevant communities and advocate on behalf of local beneficiary needs.

The post holder works closely with the Area Business Development Manager as well the IL Operations Manager to maintain service contracts accordingly.

### **To be a successful Service Manager , You'll need:**

Educated to A level (or equivalent by experience)

### **A FULL CLEAN DRIVING LICENCE**

Ability to prepare, manage and monitor budgets

IT literate, experience of using email, word processing and spreadsheet packages

Ability to contribute to the development and achievement of operating/functional plans

Ability to collate and interpret a range of management information including statistical information and user feedback

Interpersonal and communication skills

Experience of team leadership

Experience of planning and managing projects and activities, including the ability to develop internal and external partnerships

Experience of leading people: Motivating, directing and supporting others to achieve the Red Cross vision, mission and strategy

Able to work unsociable hours

Able to respond to emergency situations, with hour on call duties as required

**In return for your dedication and expertise, you'll get:**

Holidays: days annual leave (including bank holidays) + option to buy extra days.

Pension scheme: Up to % contributory pension.

Flexible working: We do our best to accommodate your preferred work style.

Learning & Development: Wide range of career opportunities + comprehensive learning.

Discounts: Access to Blue Light Discount Card and employee benefits platform.

Wellbeing Assistance: Access to mental health and wellbeing assistance.

Team Working: Support our mission in a collaborative team.

CycleWork: Lease a bicycle through the scheme.

Season ticket loan: Interest-free loan for commuting expenses.

At The British Red Cross, we pride ourselves on our diverse workforce, and ensuring we have an inclusive environment for all our staff and volunteers. We remain dedicated to ensuring

our teams can bring their true selves to work without risk or fear of discrimination. We do this through regular data reporting, and the advocacy of our internal Race and Equality Network (REEN), LGBT+ Network, our Disability and Wellness Network (DAWN), Gender Network, Carers Network and Youth Network.

**Connecting human kindness with human crisis**

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