



Job Title	Service Manager
Reports to	Operations Manager
Line Manager to:	Senior Playworkers Receptionist Catering Coordinator
Business Function	Operations
Business Operation	Thomley Hall Centre Ltd
Location	Worminghall
Hours of Work	40 hours Mon – Sun but undertake hours to suit business needs

Purpose of the role:

- Planning, monitoring and reviewing the delivery of all aspects of the day to day running of the centre.
- Directing and supporting operational staff to create and deliver a programme of activities and events to meet the requirements of strategic business plans and visitors.
- The role requires the individual to follow current policy and procedures and to have knowledge of current legislations and guidance in the field of disability practice.

Essence of the role:

The essence of the role is to deliver services that meets the charity objects and strategic plan.

The SM will:

- Manage the operational staff and ensure they are motivated to deliver a professional and exciting service for visitors, which includes activities, events, catering and accommodation.
- Obligation to fulfill all functions of the day to day services and ensuring cover is in place via yourself or the wider team, for services to operate.

- Building trust and relationships with all stakeholders, including visitors, staff and volunteers.
- Attend SMT meetings when required to represent the services of the charity and advocate for the staff and visitors of the charity.

Essential Skills and Knowledge for the role

Overview

The role will require:

- A pro-active approach to planning, delivering and reviewing all aspect of service delivery to make sure visitors have a valued experience.
- The ability to understand and manage budget lines.
- Good interpersonal skills with the ability to drive a very strong relationship management approach internally and externally.
- Significant experience of taking responsibility for the consultation, creation, development and execution of plans both on time and on budget.
- Adopt a consultative approach to business development– ensuring that change can be managed and implemented in a collaborative and positive way.
- Clear understanding of customer service, with the ability and skills to identify customer needs and be innovative in meeting these requirements.
- Understanding of working within the field of supporting disabled people of any age, their families, friends and carers.

Accountabilities and Responsibilities

Key Accountabilities

- Ensure Thomley provides a dynamic and engaging range of activities and events that supports the requirements of all our visitors.
- Ensure the development of a highly engaged workforce providing a specialised activity led service to our visitors and external agencies.
- Manage delegated budgets and spends with regards to workshops, activities, refreshments, staffing and other operations team expenses.
- Lead on the recruitment and selection of senior play staff.
- Make sure the environment is compliant with current regulations, specifically Fire, Health & Safety, First Aid and Food Hygiene as well as any other addition legislation that may come into practice.
- Ensure the Café maintains a 5 star food hygiene safety inspection rating and offers a quality value service for visitors.

- Deliver the community fundraising programme of events.
- Provide monitoring information and reports where required by funding organisations.
- Make sure policy and procedure is followed by the operations team.

Key Responsibilities

- Responsible for providing daily management support for team - including a clear reporting structure, effective planning and scheduling of work, 1:1's, appraisals and performance management.
- Review and feedback, comments and complaints taking action as required.
- Understand current site requirements and changes based on usage, feedback, and funding allocation to develop a fresh offer for all visitors.
- Monitor allocated budgets and take action as needed to make sure targets are met.
- To oversee the delivery of age appropriate themes and activities, making sure they contribute to valued and positive experience for all our visitors.
- Monitor all aspects of site safety and cleanliness, advising Operations Manager of action needed to address any shortcomings.
- Engage with all external stakeholders as needed in promoting the benefits of Thomley and services provided.
- Liaise with internal colleagues to make sure our services are actively promoted to a wide an audience as possible, supporting the drive to increase usage of the centre.
- Make sure risk assessments are completed and updated as required.
- Make sure all accidents and incidents are reported timely and accurately
- Act as Fire Marshal, First Aider and Designated Safeguarding Lead as required.
- Ensure that Operational staff internal and external training is up to date. Inclusive of mandatory training and CPD / PDPs.
- Guide promotion of services, activities and events via varying channels with the marketing consultant.
- Ensures smooth running of commercial events and projects.
- Keep updated on current government legislation and guidance in relation to disabled services and provide the staff team with updates through briefing, training events, etc. as required.
- Coordinate yearly evaluations across the service and correlate feedback to inform future development of services.

Thomley Hall Centre

Person Specification

Knowledge

Essential	<ul style="list-style-type: none">• Understanding of the operation of medium size charity/organisation and challenges this brings.• Level 4 training in related topic or relevant experience• Understanding of disability focused work environments• Competent at using information and communication technology (ICT).• Experience of leading, managing, and motivating a team to deliver against plans, outcomes and financial targets in a challenging environment.• Knowledge or experience of the issues experienced by people with disabilities and their families.• Good interpersonal and communication skills to support a diverse range of internal and external stakeholders.• Clear understanding of health and safety and safeguarding• Clear DBS
Desirable	<ul style="list-style-type: none">• Project Management training or qualification• Management training or qualification• Knowledge of current national debates / policy development in the Charity and Leisure Sectors.• Wide ranging practical knowledge of budget management and financial accountability• Safeguarding Designated Lead Training

Professional Experience

Essential	<ul style="list-style-type: none">• The ability to lead and motivate people, to advance employee engagement and develop a high-level team performance.• A demonstrable track record of managing multiple service programmes, events and projects.• Excellent communication, public speaking, and media skills.• Experience of working with contractors to deliver services.
Desirable	<ul style="list-style-type: none">• A track record of outstanding stakeholder management in a complex operating environment.• Experience of marketing and communications and social media• A proven record of managing varying income streams.• Experience of data and visitor feedback collation• Catering and hospitality experience