



Gofal a Thrwsio ym Mhowys
Care & Repair in Powys

Job Description

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| Job Title | <i>Service Delivery Manager</i> |
| Reports to | Agency Manager |
| Responsible for | Technical Officers (x4), Minor Adaptations Officers (x3), Administrative Team (x4) |
| Version | 1 |
| Date | <i>February 2025</i> |
| Location: | Hybrid contract: Newtown office (minimum 60%) / Home |

Purpose of Role

Work with the Agency Manager and Casework and Service Manager to deliver an effective and efficient service to clients across Powys.

To lead, motivate and manage the staff delivering the Technical Service, the Minor Adaptations Service and the Administrative Team.

Ensure systems and procedures are working efficiently and effectively, including those relating to Health and Safety.

Support the implementation of the Business Plan and participate in shaping the future direction of the Agency as opportunities for developing services arise.

Main duties and accountabilities

1. Management Responsibilities

- a. Be proactive in the delivery of the Agency's Business Plan and contribute to its future development.
- b. Undertake occasional reviews of current services to ensure that procedures are effective and apply good practice.
- c. Liaise and work with the Casework and Service Manager to ensure a seamless integration of casework with technical and practical services.

- d. Lead on Health & Safety policy and procedures, working closely with Barcud's H&S Officer and facilitate the internal Care & Repair in Powys Health & Safety Forum.
- e. Assist the Casework and Service Manager to monitor Agency performance in line with KPI's and contractual expectations agreed with funders.
- f. Liaise with and maintain constructive working relationships with colleagues at Barcud.

2. Staff Management

- a. Lead, motivate and manage staff to ensure that the service is delivered in a timely and client-focused manner.
- b. Carry out staff supervision.
- c. Provide support and advice, identifying training and developmental needs, and ensuring that plans are put in place to address these.
- d. Lead on the Training Matrix, ensuring that all statutory training is up to date.
- e. Prioritise tasks to ensure that targets and deadlines are met, ensuring that workload between Technical Officers and Minor Adaptations Officers are well balanced and completion targets met. Identify resources required in order to do so.
- f. Assist the Agency Manager with recruitment when vacancies arise.

3. Customer Service

- a. Deliver excellent customer service to protect and enhance the Agency's reputation. Customers include colleagues within the Agency, within Barcud and other external organisations as well as clients.
- b. Monitor client feedback on service delivery and address any shortcomings.
- c. Ensure good records are kept on the Agency's database and on any other records as required.

4. Technical and Minor Adaptations Service

- a. Maximise the number of clients helped in Powys, ensuring the effective mix of the in-house Minor Adaptations Officers and external contractors.
- b. Monitor the productivity of the Minor Adaptations Officers and oversee the scheduling of work by the Administrators.
- c. Manage the annual budget for minor adaptations, monitoring spend regularly and reviewing the cost effectiveness of the service.

- d. In collaboration with the Administration team, maintain and review an up to-date register of approved contractors, overseeing the of new contractors as necessary.
- e. Facilitate the recruitment of suitable external contractors for grant funded works and the preferred contractor register.
- f. Facilitate effective problem solving through the sharing of technical knowledge/expertise to support both the Technical Team and Minor Adaptations Team

5. Monitoring, Recording & Reporting

- a. Provide reports and case studies as required by the Agency Manager and stakeholders.
- b. Provide information to the Barcud Director, Agency Manager, Casework and Service Manager and others in order to monitor Agency performance.
- c. Ensure appropriate databases and other required records are completed accurately and in a timely fashion.

6. Financial Management

- a. To manage delegated budgets and contribute to budget planning and Management accounts meetings.
- b. Liaise with the Barcud Finance Officer to verify and certify invoices for payment.
- c. Ensure the internal and external Schedule of Rates are reviewed and updated on an annual basis or as required due to circumstance.

7. Health & Safety

- a. To effectively manage the Technical service colleagues and the Minor Adaptations Officers in accordance with the Health and Safety at Work Act 1974 (and all applicable Regulations including CDM 2015).
- b. To be the main contact on Health & Safety matters within the Agency and work with Barcud's H&S Officer to ensure the needs of the Agency are reflected in the Group's policies and procedures.
- c. To ensure all staff receive appropriate training and equipment as required to meet good working practices.
- d. To successfully apply for, manage and maintain SSIP Accreditation for Care & Repair in Powys

8. Generic

- a. To abide by and promote the vision, mission and values of Care and Repair in Powys at all times.
- b. Take responsibility for own personal development. Keep up to date with developments in relevant fields of work and research. Proactively identify own training / learning opportunities.
- c. Be aware of, and act in accordance with, the Agency's Confidentiality Policy, and the requirements of the Data Protection Act (GDPR).
- d. Be aware of, and act in accordance with, the Agency's policies and procedures.
- e. Actively promote the Agency's Welsh Language scheme, and be aware of and act in accordance with the requirements of Equality & Diversity legislation.
- f. Participate in staff meetings and training courses as required.
- g. Any other duties commensurate with the post, as may be required by the Agency.

Person Specification – Service Delivery Manager (Feb 2025)



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| | Essential | Desirable |
|---|-----------|-----------|
| Experience | | |
| Experience of leading and managing a service | ✓ | |
| Experience of managing and monitoring individuals and teams | ✓ | |
| Experience in delivering a customer-focused service | ✓ | |
| Experience of domestic construction, repairs or adaptations | | ✓ |
| Experience of setting and working to budgets | | ✓ |
| Experience of working to agreed deadlines | ✓ | |
| Experience of giving presentations to community groups, colleagues or other stakeholders | | ✓ |
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| Knowledge | | |
| Knowledge of the aims of Care & Repair in Powys | | ✓ |
| Knowledge of grant processes/beneficiary funds | | ✓ |
| Knowledge of issues facing elderly or disabled people in regard to living independently at home | | ✓ |
| Knowledge of the county of Powys | | ✓ |
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| Skills | | |
| Excellent communication skills in English | ✓ | |
| Good communication skills in Welsh | | ✓ |
| Competence in the use of ICT, databases and reviewing data | ✓ | |
| Ability to manage and prioritise workload | ✓ | |
| Problem solving & decision making skills | ✓ | |
| Conflict resolution, complaint management. | ✓ | |
| | | |
| Qualifications | | |
| A good general standard of Educations to 'A' level standard and evidence of relevant continued personal development | ✓ | |
| Relevant Health and Safety certification | | ✓ |
| Leadership and Management qualification to NVQ level 4 | | ✓ |
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| Personal Qualities | | |
| Demonstrates empathy with older or disabled people | ✓ | |
| Ability to work as part of a team, and on own initiative | ✓ | |
| Flexible and agile approach to work | ✓ | |
| Demonstrates personal integrity and an ability to maintain confidentiality | ✓ | |
| A trusted ambassador for Care & Repair in dealings with clients, contractors and referral agencies | ✓ | |
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| Other requirements | | |
| Valid driving licence and use of own vehicle for work purposes | ✓ | |
| Able on occasions to work outside of normal working hours | | ✓ |
| Actively promotes and shows commitment to equality and diversity in all aspects of the work of the Agency | ✓ | |