

**Job Description**

**Job Title: Service Manager**

**Grade: 7**

**Role Profile: PC4**

**Service Area: Community Equipment Service**

**Reports to: Business Manager**

**Purpose of Role**

To support the Business Manager with the leadership and management of Community Equipment Services.

To support Sunderland Care and Support in the delivery of its key companywide functions and uphold the principles and values of the organisation.

**Key Responsibilities:**

* To ensure that vulnerable people with complex disabilities are supported to access specialist equipment and repair services through the provision of a timely and effective service.
* To oversee the delivery of administrative support services within the business, ensuring effective use of resources in the planning of deliveries and repairs.
* To ensure effective stock management and control within the service.
* To assist the Business Manager in making the best use of resources, including the refurbishment of stock equipment.
* To assist the Business Manager in the management of both planned and unplanned services, both during and outside of the core hours of business.
* To assist the Business Manager in ensuring that the service meets its statutory requirements, adhering to all relevant policy and procedures and Sunderland Care and Support quality standards.
* To assist the Business Manager in ensuring that the service develops, implements and monitors an appropriate performance management framework, including targets and standards.
* To assist the Business Manager in ensuring the service meets its responsibilities in respect of Health and Safety legislation and best practise, to assure the safety of the workforce and customers.
* To assist the Business Manager in achieving continuous improvement and involving customers and key stakeholders in the development and delivery of the service.
* To assist the Business Manager in the recruitment, induction and retention of appropriately skilled and qualified staff.
* To assist the Business Manager in the management of team members, overseeing workload allocation, supervision, performance, attendance management and continuous personal development within their role.
* To assist the Business Manager in the investigation and management of complaints received by the service, overseeing the implementation of resulting outcomes as appropriate.
* To assist the Business Manager in the delivery of an annual stock check and ensure that anomalies are reported upon immediately.
* To ensure that all Company and Council Financial Regulations are met in all respects and in particular relation to the procurement of equipment from suppliers.
* To act in compliance with the principles of data protection and assist the Business Manager with requests for information that are compliant with the Freedom of Information Act.
* To carry out their duties with full regard to the Company’s Equal Opportunities Policy, Code of Conduct, Safeguarding and Child Protection Policy and all other Company Policies.
* Establish and maintain the trust and confidence of customers and ensure protection of the community and vulnerable individuals.
* To assist the Business Manager in ensuring safe staffing levels across the service during its agreed hours of operation.
* To work flexibly across all service areas, and in all geographical locations.
* To participate in rota arrangements as required in order to ensure the safe management of the wider company and its objectives.