

SGILIAU SERVICE MANAGER

TGP Cymru is the leading Wales based charity, which supports and represents vulnerable children, young people and families through a range of projects, training and campaigning. TGP Cymru services are funded by multiple funders and deliver services pan-Wales.



TGP Cymru Department: Advocacy Services

Responsible to: Director of Advocacy

Location: Newport

Purpose of role:

The Sgiliau Service Manager will take lead responsibility on the development and delivery of the UK Government Community Regeneration funded service. Sgilliau will provide skills building and work experience for young people aged 16-25 within a charity, craft and upcycling shop.

Accountabilities / Responsibilities:

- Work closely with members of the Senior Management Team to ensure effective service delivery
- Ensure strategic coordination and development of the service, working closely with line manager to identify opportunities, develop plans and monitor and evaluate areas for performance and quality
- Recruit, induct, train, supervise / appraise and manage the staff team, including freelance tutors. in line with TGP Cymru's policies and legal requirements including Safeguarding Procedures as well as other associated guidance and corporate strategies
- Deliver elements of the service as required and ensure that service is satisfactorily supported in the absence of practitioners
- Develop a work plan for the service enabling an assessment of the service against objectives
- Monitor the quality of service against agreed performance indicators and standards and take any necessary action where the performance is below agreed indicators and standards
- Manage service budget on a day to day basis and contribute to budget setting
- Maintain positive links with commissioners
- Investigate service level complaints and manage service level disciplinary and grievance proceedings
- Promote equal opportunities and anti-discriminatory practice through the work undertaken in the post
- Ensure the appropriate handling of any safeguarding concerns within the service

- Lead on areas of work as agreed by the Senior Management Team and ensure they are delivered in a timely and effective manner, in line with TGP Cymru's policies and procedures and reported back to SMT

Undertake such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.

Performance Indicators

- Responsible for the delivery of key performance indicators and standards of practice.
- Quality of service and compliance against statutory, regulatory, organisational and best practice standards and requirements.
- Achievement of service objectives and targets.

Line management responsibility: (as of 31/10/2021):

7

Budget management responsibility: (as of 31/10/2021):

£328.5k (7 months)

Grade:

MS9

Working conditions:

22.5 - 37 hours per week, job share considered, with a flexible approach to the working week that will involve some weekend and evening working and occasional stay away from home overnight to attend meetings, conferences or training.

Travel to various locations across Wales and the UK is also required.

Qualifications

- Management qualification or willingness to work towards one
- A professional qualification in social work, youth and community work, or related discipline such as Health and Education (desirable).

Skills and abilities / competencies

The post holder will be able to:

- Produce quality results in a service-orientated and timely manner and is committed to deliver agreed outcomes
- Give clear direction, delegate appropriately and provide a supportive environment in which team members can learn, grow and take responsibility
- Work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others
- Plan and organise work and manage time effectively.

- Communicate effectively i.e. express information and ideas in a clear, concise and accurate manner; listens actively and ensures information is shared.
- Be open to new approaches and ideas, respond positively to change and adapt quickly to new situations
- Seek opportunities for continuous learning and professional growth.

Knowledge / Experience

The post holder will be able to demonstrate a sound understanding and record of achievement in the following:

- Work with young people aged 16-25 in complex situations using a strength-based approach
- Work within the education / employment sector
- Managing / Leading a Team
- Project / Service Development
- Managing resources
- Managing performance.

Other

- Display TGP Cymru values and behaviours at all times and actively promote them in others
- Commitment to equality and diversity
- Full driving licence and have access to transport (*In certain circumstances consideration may be given to applicants who as a consequence of a disability are unable to drive.*)
- Ability to speak Welsh (desirable).