

<b>Job Title:</b> Service Delivery Lead – Operations	<b>Hours:</b> Circa 28 hours a week spread across 4 days. <u>Suggested working pattern</u> Tuesday, Wednesday, Thursday 9am – 5pm, Friday 9am - 3pm	<b>Location:</b> The Creative Living Centre, 1A Rectory Lane, Prestwich, M25 1BP
<b>Reporting to:</b> Senior Management Team	<b>Key responsibility:</b> To ensure the effective running and delivery of a high-quality mental health support service.	<b>Pay:</b> £25,013 per annum (actual) £33,500 (FTE)  <b>Terms:</b> 6 Month interim with a view to permanent

**Service Delivery Lead**

Job summary: As a member of the Creative Living Centre (CLC) Management Team, the Service Delivery Lead will ensure the effective and efficient delivery of our mental health support services, including operational model, quality standards, planning, record keeping, project management and staff supervision. In this role the job holder is responsible for ensuring that people and resources are managed safely and effectively, delivering a high-quality service to members. The Service Delivery Lead will build excellent working relationships with staff, members, and other partners of the CLC while supporting with implementation and delivery of CLC Strategy.

**Key Responsibilities**

- Development of pathways in frontline Service Delivery
- Administrative tasks relating to the day-to-day running of the service including but not limited to timetabling activities, room bookings, event planning
- Monitor and ensure positive experiences and outcomes for users.
- Ensure high quality record keeping and data governance.
- Ensure that all service policies and procedures are adhered to across the service and contribute to the review of policies and processes where required
- Support with the implementation and delivery of training across the service and support to identify any training needs within the team
- Support with monitoring and evaluation of service delivery and provide detailed reports to senior management, trustees and funding bodies as required.
- Represent the Service at relevant meetings, nationally, regionally and locally, as appropriate
- Therapy coordination.
- Compliance with legal, quality and funder requirements, including Information Governance, Health and Safety, Employment Law, Equal Opportunities, Diversity and Inclusion, Business Continuity, etc.

## Safeguarding

- Designated CLC Safeguarding Lead (DSL), providing safeguarding leadership and advice to staff and therapists.
- Confidently supporting and reporting/escalating cases of varying complexity to the relevant support services.
- Running safeguarding training for new staff and volunteers.
- Ensuring safeguarding reports and other documentation are maintained.

## Therapy Coordination

- Manage the provision of therapy, including waiting lists, allocation to service users, quarterly meetings with therapists and reporting on student therapists on placement.

## Line Management Responsibilities

The Service Delivery Lead will have line management responsibility for the Service Delivery team. This will include performance management, wellbeing and training and development, absence management, recruitment and selection. At present, this role includes line management responsibility for the following paid staff:

- Offsite service delivery team
- Onsite Operational staff including the Café Leader, caretaker and allotment lead

## Building Management Responsibilities

- Act as the CLC Health and Safety Lead, monitoring and managing health & safety requirements and ensuring that risk assessments and checks are carried out and recorded.
- Oversight and responsibility for the onsite cafe ensuring food safety and hygiene standards are adhered to
- Ensure the CLC has well-managed and safe facilities including the meeting and therapy rooms, kitchen/café area, reception and toilets, to meet the service delivery needs.
- Manage IT, CCTV and telecom services and improve the use of digital tools and processes within the operations function.

## Other

- Supporting the management team with income generation and funding/bid opportunities
- Contributing to the review, development and implementation of CLC policies and procedures.
- Undertake any other tasks that may be requested that are in line with the nature and level of the post to support service delivery.
- Take on other additional projects, as directed by the SMT from time to time
- A belief in and passion for CLC's mission, vision and values.

## Person Specification

Experience	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of supervising or line managing team members including performance management, absence management, recruitment and training and development.</li> <li>• Experience of creating, delivering and managing organisational systems, processes and policies.</li> <li>• Safeguarding experience.</li> <li>• Ability to run reports and interpret data for dissemination as required.</li> <li>• Health and Safety experience</li> <li>• Experience of working with people with a range of mental health needs</li> </ul>	<ul style="list-style-type: none"> <li>• Working within charities, counselling services or similar organisations.</li> <li>• Experience of working within the Bury area in particular within VCSE organisations</li> <li>• Experience with creating and delivering training to staff and / or volunteers including best practice and internal safeguarding</li> <li>• Experience with quality monitoring and auditing</li> <li>• Experience supporting others to develop training sessions and courses around mental health and wellbeing</li> </ul>
Knowledge and Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Knowledge of mental health support services, or an understanding of the challenges faced by those with a range of mental health needs.</li> <li>• Relevant qualification in Mental Health, counselling or therapies</li> <li>• Knowledge of person-centred counselling and therapy services</li> <li>• Excellent IT skills, in particular Microsoft 365</li> <li>• Be willing to undertake and training and development opportunities that support your development in the role</li> </ul>	<ul style="list-style-type: none"> <li>• Designated Safeguarding Lead Training or Safeguarding to Level 3</li> <li>• An understanding of Health and Safety law and practice.</li> <li>• Knowledge and / or experience of Data Protection.</li> <li>• Understanding of food safety and hygiene management systems, or similar food safety/hygiene documentation</li> </ul>
Personal Attributes	

Essential	Desirable
<ul style="list-style-type: none"> <li>• Ability to effectively manage multiple priorities.</li> <li>• Able to deal with complex and challenging issues in a calm and positive way.</li> <li>• Highly organised.</li> <li>• Ability to motivate self and others.</li> <li>• Demonstrable leadership skills.</li> <li>• Building and maintain positive relationships with a variety of individuals.</li> <li>• Forward thinking and proactive</li> <li>• Excellent communication skills.</li> <li>• Ability to communicate in a range of styles to meet individual needs</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic thinker with ability to see things differently.</li> <li>• Able to develop relationships with external organisations and stakeholders.</li> </ul>

### **Application Process**

Please send a CV and cover letter demonstrating how you meet the criteria to [Lorna.Wilson@creativelivingcentre.org.uk](mailto:Lorna.Wilson@creativelivingcentre.org.uk). The full job description can be found at <https://www.creativelivingcentre.org.uk/work-with-us.html>. The closing date for applications is 19<sup>th</sup> May 2025.

For enquiries or for an informal discussion about the role, please contact us by emailing [lorna.wilson@creativeliving.org.uk](mailto:lorna.wilson@creativeliving.org.uk), or by calling 0161 696 0751 and asking to speak to a member of the management team.