

Service Manager

Job Description & Person Specification

Job Details

Job Title:	Digital Media and Performance Manager
Department:	Active Lives
Location:	Telecom House, Preston Park, Brighton.
Reporting to:	Head of Service – Active Lives
Staff responsible for:	Team Leaders Purple Production team Support Workers Freelance tutors
Salary:	Salary Scale 4 - £35,978 per annum (full-time equivalent).
Working Time:	37.5 hours are worked Monday to Sunday on a 24-hour basis. General shift patterns are Monday to Friday; 8.45am till 4.45pm. Evening and weekend work may be required.
Any specific working conditions:	There may be some lone working

Summary of the Role

You will be part of a team of Service Managers along with the Head of Active Lives who will be responsible for the delivery of our day activities and quality of services. You will lead several projects for people with learning disabilities and/ or autism, focusing on their success and development.

This role will aim to develop digital inclusion as a new workstream within Active Lives and support the development of a Grace Eyre's wider digital inclusion and confidence, e.g. this role will support staff on the benefits and ethical use of AI in social care.

A flexible and well organised approach is needed as you will carry a busy and varied caseload of work, e.g. supporting new referrals and projects. You will ensure staff are well supported and have what they need to deliver excellent support, be a role model to the team and make day to day decisions that ensure Active Lives is a fun and engaging place to be.

Key Tasks and Responsibilities

- You will provide leadership to develop a dedicated staff team enabling them to set up a range of creative, quality & innovative sessions and activities throughout the week.

This will include new digital sessions and supporting staff to deliver these activities with confidence. These new sessions will be based on the interests of the people we support and could include digital skill courses, music and performance.

- You will support [Purple Clubhouse and Purple Productions - Grace Eyre](#) and work closely with the 'Service Manager for the Arts' in developing - [Home - Pioneer Arts](#)
- You will co-lead the department's Care and Support system – called www.nourishcare.com This will include driving system learning and ensuring accurate records and reports are delivered to the team
- Support the Income Generation Team to develop new and existing projects attracting new funding & business and promoting the value of this work with our Marketing team.
- Monitor income and expenditure and ensure services are delivered in budget and draw income from grants, personal budgets and directly commissioned contracts
- This role will involve exploration of developing a Short Breaks offer and to make the Active Lives service more attractive to transition aged young people.
- Responsibility for regular reporting of monthly and quarterly key performance and quality monitoring including the reports required for any projects and grants.
- Engage with key stakeholders including people who use services, staff, families and volunteers, e.g. provide advice and guidance
- Develop partnerships with other community services and local authority teams, e.g. social workers, other charities and Sussex Digital

Management

- Deputise for the Head of Active Lives as required, including but not limited to cover for holiday, sickness or any other absence.

- Take responsibility for and manage any emergencies that may arise, including adherence to the Sussex Multi Agency Policy and Procedures for Safeguarding Adults at Risk.
- Assist when needed in the management of transport.
- Participate in management meetings and take on specific strategic responsibilities in conjunction with the Head of Service - Active Lives and Directors.
- Network and represent Grace Eyre externally as appropriate, including attendance at external events as required.
- Responsibility for aspects of quality assurance; initiate and contribute to improving all aspects of the service and the general running of the organisation.
- Prepare and present relevant written and verbal reports on the services as appropriate.

The post will include other duties and responsibilities not specified here. It is also likely that changes will be required from time to time.

Qualifications/ Education

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| • A background in digital work including qualifications and experience in using various software, e.g. Premier Pro CC, Ableton, Photoshop, Adobe Illustrator and/ or music DAW. We are open to applicants having a range of these qualifications. | Essential |
| • A recognised management qualification including: | |
| - Related specialist qualifications, e.g. PRINCE, Community Arts and/ or Level 3 award in Education & training | Desirable |
| - NVQ4 / QCF5 in Leadership and Management or Registered Managers Award. | |

Skills/Competencies/Abilities

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| • Develop existing and new partnerships with organisations, agencies and key stakeholders in a positive and co-operative way | Essential |
| • Demonstrable experience in staff coaching and development | Essential |
| • Ability to work with other managers and staff to deliver a high quality and person-centred service | Essential |
| • Communicate information clearly and precisely with a wide range of stakeholders both verbally and in writing | Essential |
| • Be methodical, with an eye for detail and commitment to see a task through to its conclusion | Essential |
| • Ability to teaching and coach staff and people we work with in digital activities | Desirable |
| • Ability to use own initiative and to work with minimal supervision | Essential |
| • Demonstrate excellent administrative and organisational skills | Essential |
| • Handle sensitive issues discreetly and diplomatically | Essential |
| • Pro-actively comply with health and safety standards and laws | Essential |
| • Positively assess and manage risks | Essential |
| • Problem solve identifying and implementing more effective and efficient ways of working | Essential |

IT Skills

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| • Excellent IT & Digital skills are required, e.g. experience and confidence using software such as Premier Pro CC, Photoshop, Adobe Illustrator and/ or Logic Pro | Essential |
| • Confidence in using Microsoft Office including Excel | Essential |
| • Experience of using Cloud Based software, e.g. Nourish | Desirable |
| • Experience and confidence in using different Artificial Intelligence, e.g. Chat GPT or CoPilot | Essential |
| • Proactive attitude and approach to learning to use new software and new features | Essential |
| • Use of the internet for research via sites such as Google | Essential |

Knowledge

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| • Demonstrable knowledge and experience in at least one of these areas social care/ community development / digital engagement/ business management | Essential |
| • Knowledge of innovative and quality practices for people with learning disabilities and/ or autism | Essential |
| • Knowledge of trust and foundation grants | Essential |
| • Knowledge of policy and procedures relating to Safeguarding Adults at Risk | Essential |
| • Knowledge and understanding of community development/ business management | Essential |
| • Knowledge and understanding of legislation and best practice effecting people with learning disabilities | Desirable |
| • Understanding and commitment to equal opportunities, especially in relation to people with learning disabilities, and the staff who support them | Essential |
| • Knowledge of the Welfare Benefits system | Desirable |
| • Knowledge of health, medication and physical needs as they affect adults with complex needs | Desirable |
| • Knowledge of and ability to work positively in the political and socioeconomic climate which services operate in | Essential |
| • Experience of outcome based developmental planning and continuing quality improvement. | Essential |
| | Essential |
| • Experience of developing and maintaining high standards of delivery in relation to formal and non-formal learning activities/projects. | Essential |
| • Experience in managing resources and monitoring expenditure, working within a set budget. | |
| • Experience of effectively and efficiently managing a staff team. | Essential |
| • Experience of challenging prejudice, discrimination and oppression | Essential |
| • Knowledge of innovative and quality practices in day activities for people with learning disabilities, e.g. use of creativity to promote well-being | Essential |

Our Values

Our organisational values are a shared set of standards that everyone at Grace Eyre can aspire to and help us to bring our vision, mission, Charter and Our Plan to life.

Our values are:

