



JOB DESCRIPTION - Service Development Manager

- Location:** **CURRENTLY DUE TO THE COVID PANDEMIC STAFF ARE WORKING REMOTELY.** Usually based at Jigsaw (South East) offices in East Grinstead, West Sussex. The post involves some travel within Surrey and surrounding areas.
- Accountability:** The post holder will be managed by the Charity Director at Jigsaw (South East) and is accountable to the Board of Trustees.

Jigsaw (South East) is a registered charity supporting children and young people in Surrey and parts of Sussex and Kent, who have experienced the death of a significant family member and those who have a family member with a life limiting condition. Established in 2012, we provide children and their families with support, the chance to meet others in the same situation and the coping strategies to manage their grief both now and in the future.

We are looking for an ambitious, dynamic leader who will lead a range of services that support bereaved children and young people and those facing the death of a loved one. This is a fantastic opportunity for someone with strong operational experience, to develop the strategic direction of our charity, working alongside the senior leadership team to embed a strong vision for the future of the service. Our services include pre and post bereavement support and our training programme.

Applicants need to demonstrate experience of managing services, a clear understanding of excellence in child bereavement support services and a passion for partnership working.

Main Aim of Post:

- The Service Development Manager will be a valued member of the Senior Leadership Team and will contribute towards the strategic growth and development and operational management of the services within the organisation.
- To ensure strategic development of services across the charity, exploring new and innovative ways to meet the changing needs of children and young people resulting from the COVID 19 pandemic.
- To ensure robust delivery of services across the charity, with specific focus on our pre and post bereavement services and training programme.
- To represent the charity externally as the leading child bereavement service in our local area.
- To be a key part of the charity's leadership team delivering the vision of the charity and exploring new areas for growth.

Principal Duties & Responsibilities

- To ensure that services delivered to children and young people meet their needs and are delivered in line with all legislation and in line with best practice.
- To manage our safeguarding protocols and policies and ensure compliance to protect the children and young people we support.
- To ensure evaluation of the service and implementation of learning.
- To ensure service user engagement in the development and evaluation of the services
- To manage policy, protocol & service development.
- To ensure leadership and management of direct reports, including recruitment, appraisal, CPD.
- To ensure that resources are managed to provide a quality service is delivered within budget.
- To manage recruitment and training of Jigsaw support team staff and volunteers, to ensure our team have the skills required to meet the needs of children and young people.
- To manage student training placements and research projects with universities.
- To manage the content and delivery of the JSE training programme to enhance the support children and young people get from their existing support network.
- To ensure reports to Trustees and Commissioners of Services are provided requested.
- Providing timely output and impact information on the service to enable reporting back to the funders as agreed with the Business Development team, including an annual Impact Report.

About You

- As Head of Service, you will have an advanced qualification and/or training in a relevant discipline i.e. Healthcare/Social Work/Psychology/Counselling or youth community work.

You will have experience of:

- Services design, development and management
- Line-managing staff
- Managing and developing monitoring and reporting systems
- Project management, including experience in managing a project from conception to evaluation

You will have:

- Knowledge and understanding of the impact of bereavement on children and young people
- Knowledge of commissioning and funding within the voluntary sector
- Excellent analytical skills and attention to detail

Training:	To attend Jigsaw (South East) meetings and training events as requested by the line manager.
Hours of work:	18 hours per week , to include a Monday and Tuesday.
Terms & conditions:	Jigsaw (South East) terms and conditions of service.
Salary:	£ 30,000 pro rata (Salary under review) (Full time equivalent is 35 hours)

This job description outlines the key tasks and responsibilities of the post. These key tasks and responsibilities are subject to change. Any changes will be made in consultation with the post holder and Jigsaw South East.

Jigsaw South East is committed to promoting equality and diversity and a culture that actively values difference and recognises that a diverse workforce contributes to our aim of making our services inclusive and accessible to people from all sections of the community.

Jigsaw South East works with children and young people and we are committed to their safety and welfare. The successful applicant will be required to complete a satisfactory DBS check and comply with our Safeguarding policy and our Fundraising Code of Practice. The role will also be subject to satisfactory references.

For further information about the role or an application form, please contact Frank Sims, Charity Director at info@jigsawsoutheast.org.uk or on 01342 313895

Closing date: 19th April 2021
Interviews w/c 26th April 2021

PERSON SPECIFICATION - Service Development Manager

Education

- Degree level or equivalent in health care/social work/psychology/counselling or similar

Essential

- Experience of services design, development and management with a demonstrable ability to transfer those skills to this role.
- Experience of writing impactful reports.
- Experience of developing and managing reporting systems.
- A passion for charity work or supporting disadvantaged children and young people.
- Experience of current child protection legislation and safeguarding procedures.
- Excellent communication skills, particularly written.
- Well organised with a meticulous attention to detail.
- High level of self-motivation and ability to work independently.
- Ability to organise own workload to deadlines.
- IT skills – confident in the use of excel and word, ideally confident with Microsoft Teams.
- Ability to demonstrate initiative and work well under pressure.
- Sensitivity to the work of the charity and the impact of bereavement on families.
- Be able to manage and maintain confidential/sensitive information with professionalism, adhering to privacy and security policies.

Desirable

- Experience of working in the charitable sector
- Experience of working in a service that provides bereavement support
- Knowledge of commissioning and funding within the voluntary sector