

**Job Description**

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| **Job Title:** | Service Delivery Lead |
| **Reports to:** | Acting Chief Executive |
| **Location:** | Devon Communities Together (Principle Office) |
| **Salary:** | £32,413 fte (£16,207 actual salary) |
| **Working Hours:** | 0.5tfe (18 hours 8 minutes per week) |

**Job Purpose:**

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| * To manage a multi-faceted team of Project Managers and Project Officers covering a diverse workload, ensuring delivery on-time and on-budget * To monitor, evaluate and report against organisational performance targets and impact * To ensure the development & maintenance of DCT internal systems & resources is delivered to the highest standard * To take a lead role in maintaining and monitoring quality standards in service delivery * To support the Acting CEO in the delivery of the business development function. |

**Principle Duties and Responsibilities:**

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| **Resources Management**   1. Ensure our services are delivered to the highest standards in line with our mission, vision and objectives and plan activities to enable successful change and optimise use of financial and other resources. 2. Line manage project and service delivery managers ensuring they are supported in their work and in their line management responsibilities for delivery staff through regular team and one to one meetings, supervisions and appraisals. 3. Ensure DCT complies with statutory and legal requirements in systems management including GDPR, equality and diversity, safeguarding of children & vulnerable adults, health and safety.   **Information Management**   1. Ensure data collation systems are accurate and up to date and produce reports within agreed timescales. 2. Generate and share comprehensive and detailed internal reports about organisational performance/outcomes mapping against Impact Objectives to agreed deadlines to enable scrutiny of projects by the Executive Team and the Board. 3. Provide monthly performance information reports to the Executive Team, communicate concerns and provide appropriate information to support decision-making. 4. Communicate organisational goals, project targets and deadlines to staff to motivate performance and provide regular and constructive feedback. 5. Contribute to Business Development Group meetings. 6. Review customer satisfaction and ensure our work ‘adds value’ both for the recipients of the service and for purchaser/funders. 7. Ensure all services and projects are operating within the set budgets and timescales and achieve their agreed targets and outcomes. 8. Maintain an awareness of the developing policy and programme framework.   **Systems Management**   1. Support the Executive Team in developing and maintaining the ICT/CRM/ digital communications systems within the organisation 2. Manage the organisations ICT needs and budget, working with the Executive Team and external partners 3. Work with the Executive Team to maintain ISO9001 quality standard and implement system changes to meet agreed quality standards, guidelines and procedures. 4. Identify and nurture organisational performance growth and culture, identifying opportunities for delivery staff to drive system aspects. 5. Carry out such tasks as the Acting CEO may delegate from time to time. |

**Structure Chart:**

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| Acting CEO  Service Delivery Lead  Project Manager  Project Manager  Project Manager  Project Manager |

**Person Specification:**

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| **Attribute** | **Essential** | **Desirable** | **Method of Assessment** |
| **Management** | * Proven leadership skills * Able to support the work of a team of experienced managers/senior staff * A proven track record in successfully delivering targets and service outcomes * Effective planning and monitoring of both short-term and long-term activities |  | Application Form and Interview |
| **Experience** | * Proven experience of delivering change management | * Local knowledge of Devon * Awareness of relevant agencies, voluntary sector networks, legislative and policy frameworks * Proven experience of working within the not-for-profit sector |  |
| **Practical Skills** | * Ability to manage complex information * Ability to prepare and present reports to a high standard and the ability to communicate with clarity to a wide range of audiences * Effective time management skills and techniques |  |  |
| **Strategic Thinking** | * Ability to shape strategic thinking and decision making |  |  |
| **Education and Training** | * Minimum 5 GCSE’s, including English and Maths | * Educated to degree level or equivalent * Relevant professional qualification |  |
| **Specialist Knowledge** | * ICT literacy including Microsoft packages Word, Excel, Outlook, Teams * Financial literacy, including setting, monitoring and reporting against complex budgets * Knowledge and experience of quality standards systems | * Knowledge and experience of ISO 9001 or similar * ICT systems management experience |  |
| **Personal Attributes** | * Proven assertiveness, negotiating and networking skills * Proactivity, creativity and resilience to change, with the ability to work in a busy environment * High levels of integrity and trustworthiness |  |  |
| **Equal Opportunities** | * Understanding and recognition of the principles of equality and diversity |  |  |