**Foundation** Tennant Hall

Blenheim Grove, Leeds LS2 9ET

Tel 0113 303 0150

E-mail recruitment@foundationuk.org

Website www.foundationuk.org

Dear Applicant

**Services Manager, Young Peoples Pathway/RACs and Making Safe**

**Scarborough (Ref: FSCAR5-2018) Contract basis: Permanent**

We thank you for your interest in the above vacancy and attach the following documents:

1. Guidance Notes
2. Role Profile for the position
3. Application Form
4. Equal Opportunities Monitoring Form
5. Advertising Monitoring Form

If you would like this application pack to be supplied in large print, Braille or any other format, please let us know.

In order to apply for this position, you will need to hold a full driving licence and have access to a vehicle. Adjustments may be possible where applicants cannot drive as a result of a disability.

The closing date for this post is **Wednesday 28th February 2018** at **9:00am** and it is anticipated that interviews will be held on **Thursday 15th March 2018.**

If you would like an informal chat about the role, please contact Sam Martin, Operations Manager on 07525 970788.

Once completed, please submit your application by e-mail and as a **Word** document to recruitment@foundationuk.org.

The post holder is expected to work within the policies and procedures of Foundation and be committed to its ethos and values. This will include promoting and demonstrating the principles of equal opportunity (including encouraging diversity and tackling discrimination) and sensitivity to the environment.

Please note that Foundation does not accept CVs, so please complete all sections of the application form in full. We are, however, happy to accept your own version of the form, provided it covers all of the questions and is signed.

Many thanks

Yours faithfully

Sara Wigley

**HR Administrator**

**Guidance Notes**

For any post in Foundation, the application form plays an essential part in choosing the right person for the role. It is **only** the information contained in your application form that will determine whether or not you are shortlisted for an interview.

**Completing the Application Form**

1. Think about the job you are applying for and exactly what it involves and then read through the application form so that you know exactly what information is required.
2. Read through the Role Profile so that you know exactly what the role is and the skills and abilities you need and then make a rough list of all your skills and experiences. Choose those you think are relevant to the job. No assumption will be made about your skills and experience so it is essential that you tell us how you meet the criteria (e.g. if you are a secretary tell us what is involved, please do not assume that the title "secretary" provides us with an explanation of the role you currently do).
3. Complete the application form, ensuring that you cover all the essential criteria from the Role Profile and, if you wish, add any evidence of how you meet the desirable criteria.
4. Please ensure that you have signed and dated the Declaration at the end of the application form.
5. Please e-mail your completed application form to the address in the covering letter.
6. If you have no alternative but to complete the form by hand, please use black ink. You must then ensure that, when posting your application to us, you have paid the correct postage as we will not be responsible for collecting any underpaid correspondence. Please also ensure that you post your application at least three days before the closing date, to allow time for it to reach us.

**What happens next?**

1. Your completed application form will be forwarded to the shortlisting panel on the closing date and they will decide whether or not you are selected for an interview, based upon the selection criteria.
2. If you are shortlisted, we will contact you as soon as possible after the closing date. If, however, you have not heard from us within 10 working days, please assume that your application has not been successful.
3. The interview panel is normally made up of three people who will ask pre-determined questions based on the Role Profile. The questions are intended to allow you to expand upon your application and to show the panel how well you meet the requirements of the role. You will have the opportunity to ask questions about the job, conditions of service or anything else about the organisation.
4. The interview panel will keep a record of their assessment of each candidate so that the reason(s) for their decision are clear, consistent and justifiable. If you wish to discuss why you have been unsuccessful, please contact the relevant manager who will be pleased to provide you with feedback.



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| **Role Profile** |
| **Job Title** | Services Manager |
| **Location** | Scarborough |
| **Contract** | Permanent |
| **Salary** | £31,601 to £34,538 (Scale point 36-39) per annum |
| **Hours** | 40 hours per week, full time  |
| **Leave** | Competitive annual leave (plus public holidays) per annum, pro rata  |
| **Report to** | Operations Manager |
| **Role Summary** |
| Foundation is a registered charity and RSL, delivering housing support and additional services to meet the needs of vulnerable and disadvantaged individuals and families and those at risk of social exclusion across the north of England. The organisation currently has income of around £13m, with plans for further development. It is currently structured in to four geographical areas, comprising multiple projects, with a variety of funding sources and employs around 400 colleagues.Our work is focussed on delivery against commissioned service specification and internal performance indicators that ensure consistently high standards of customer care. We work with statutory agencies, other voluntary and community sector providers and customers to address factors that contribute towards social exclusion and deprivation.The purpose of the Services Manager role is to support Team leaders in ensuring the provision of high quality innovative services that meet the needs of vulnerable and disadvantaged individuals and families in the service area. This will be achieved primarily by having responsibility for one or more specific projects, under the direction of the Operations Manager, and could include a lead role in partnership and other operational activities; ensuring that objectives and targets are met and the needs of customers and stakeholders satisfied. As the Services Manager, you may be a lead provider responsible for the Young Peoples Pathway Services. The role will cover the encompass management of contracts covering Young Peoples Services RACS/MS and Supported Housing, including Child Therapeutic Services. |
| **Key Accountabilities:**  |
| * To place Foundations values at the heart of all operation activity and demonstrate them in all aspects of the post
* Develop a high performance team culture that is engaged and driven to deliver the operational targets and business strategy.
* Take overall responsibility for the planning, allocation and monitoring of workloads in teams, ensuring that teams meet organisational and contractual targets.
* Ensure that resources are well managed and value for money is achieved in all areas of expenditure including contingency arrangements, to run the service and meet our customer requirements and commitments, including working closely with HR on recruitment for the service area when vacancies arise.
* Create and drive the strategic, operations, area and project business plans within own area of responsibility; ensuring the delivery of performance, quality and contract targets.
* Provide coaching, management and leadership to motivate team members, ensuring their engagement and participation through effective communication, empowerment,

support and guidance.* Develop a positive team culture and ethos, based on continuous improvement and robust and consistent performance management.
* To lead the development and implement opportunities for co-production, volunteers and peer mentors within projects.
* Work closely with HR to support ongoing learning and development of team members.
* Manage operational and regulatory risks in relation to Safeguarding, Data Protection and Health & Safety, escalating as appropriate.
* To identify and secure funding opportunities to support service delivery.
* Develop and maintain quality relationships at a local level, liaising with Local Authorities, Supporting People team, DWP, Jobcentre Plus, health agencies, other voluntary organisations and any other relevant agencies to maximise services for the benefit of the team and their customers.
* Effective management (and responsibility) of the project budget, managing all resources within budget and report any exceptions.
* Ensure all Foundation policies and processes are adhered to by the staff team, cascading and embedding changes as necessary.
* Deputise, as appropriate, for the Operations Manager.
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| **Role Requirements** |
| *This is a management level role and post* *holders will be expected to demonstrate commitment to developing their professional skills and expertise through professional study and/or practical application. Relevant management qualifications or a proven track record of achievement is required. Candidates will be tested in verbal and numeric reasoning in the selection process. Good IT skills are also required.* |
| **Leadership*** Successful track record of leading, managing and motivating teams to deliver a high quality service.
* Experience of financial management including budgeting, forecasting, financial reporting, financial processes and practice.
* Experience of reviewing individual/team progress and performance and embedding organisational strategy into individual performance planning.
* Ability to motivate high performance in others at both individual and team level to implement continuous improvement.
* Must be able to motivate and inspire staff to achieve the highest standards and be a role model who promotes and is passionate about the values of the organisation.
* Demonstrate a commitment to colleague development by encouraging colleagues to take on new responsibilities and providing a safe environment for them to test new ideas.
* Ability to apply sound judgement when confronted with new or unique problems, interpreting policies fairly and seeking to resolve issues locally, in the first instance, but with the skills to escalate concerns where appropriate without avoiding accountability for applying effective management.
* Ability to implement innovative delivery within projects.
* Commitment to develop and implement co production opportunities across project/s
* Ability to undertake group work with customers and chair meetings of colleagues within and across organisations.

**Working with others*** A proven track record of partnership working and the skills to build and maintain excellent working relationships with stakeholders and partner agencies.
* Must be a creative, motivated and dedicated individual with enthusiasm and talent for working with marginalised groups and be committed to the delivery of quality services.
* Must be willing to take initiative and exercise judgement, in order to deal appropriately with situations not explicitly covered by procedures and guidelines.
* Proven ability to tackle and resolve complex and often conflicting problems with an appreciation of the longer term implications.
* Must have the ability to deal with changing priorities and situations.
* Must have strong team working capabilities and the ability to liaise and co-ordinate effectively with peers in the area to achieve area objectives.
* The ability to inspire and motivate staff to drive improvement and performance within the project/s

**Business & Strategy Development*** Create and maintain successful partnership working with local agencies and services, together with Development colleagues.
* Identify potential opportunities and work closely with the Development Team to construct successful bids in own area.
* Contribute local experience and knowledge to the development of organisational strategies and plans.

**Communication*** Must be able to communicate appropriately and effectively in a wide variety of situations.
* Must be able to communicate well both orally and in writing. Excellent report writing skills, demonstrating ability to explore options and make recommendations
* Must be able to articulate views and ideas in a persuasive way.
* Demonstrate confidence when presenting information in a variety of situations and dealing with feedback and challenges.
* Successful track record of using own initiative to lead and manage teams (often located remotely from line manager).
* Must possess strong facilitation skills in supporting team members to relate organisational change to the practicalities of their work.

**Equality and Diversity*** Should demonstrate a commitment to the principles of equal opportunity and diversity and, in particular, the principles underlying Foundation’s Equality and Diversity policy.
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| *The post holder is expected to work within the policies and procedures of Foundation and be committed to its ethos and values. This will include promoting and demonstrating the principles of equal opportunity (including encouraging diversity and tackling discrimination) and sensitivity to the environment.* |



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| **Application Number** | App  |

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| **Application Form** |
| **Vacancy** | Services Manager  | **Vacancy Ref** | FSCAR5-2018 |
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| **Personal Details** |
| **Title** |  | **First Name(s)** |  | **Surname** |  |
|  |
| **Address** |  |
|  | **Post Code** |  |
|  |
| **Mobile Tel** |  | **Work Tel** |  | **Home Tel** |  |
|  |
| **E-mail address:** |  |
| **May we contact you at work?** |  |
| **Do you hold a full, valid Driving Licence?** |  |
| **Do you have access to a vehicle?** |  |
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| **Employment History** |
| **Date** | **Employer** | **Salary** | **Position and Responsibilities** | **Reason for Leaving** |
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| **Education/Qualifications/Training Relevant to the Role** |
| **Date** | **Course/Qualification** |
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| **Role Requirements** |
| *Please comment on your ability to carry out the duties and responsibilities for this role and also demonstrate how you meet the role requirements.* |
| **References** |
| Please provide contact details for two referees, one of which should be your present or most recent employer. Where you have been in post with your current or last employer (if currently not working) for less than 12 months, we will automatically take up references from your last two employers. Please provide their details. If you are offered the post, it will be completely conditional upon receipt of satisfactory references. |
|  | **Referee 1** | **Referee 2** |
| **Name** |  |  |
| **Position** |  |  |
| **Relationship** |  |  |
| **Address** |  |  |
| **Telephone** |  |  |
| **E-mail** |  |  |
| Please ensure that the above information is complete and up to date. Where possible, please provide an e-mail address to help speed up the reference request process. |

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| **Convictions** |
| Please state any convictions you have had for criminal offences. Most of our posts are exempt from the Rehabilitation of Offenders Act. If the post you are applying for is not exempt, this will be stated in the covering letter and you need only declare unspent convictions. If necessary, complete a separate sheet providing details of dates, offences and sentences and then send under separate cover, marked “Private and Confidential”. All exempt posts will be subject to criminal record checks via the Disclosure Barring Service. Having a criminal record may not prevent you from working with Foundation. |
| Do you have a criminal conviction? | Yes | No |
|  |
| **Asylum and Immigration Act**  |
| Under the Asylum and Immigration Act, we have a legal obligation to ensure that all staff has the right to work in the UK. Therefore, any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK. If you are invited for an interview, you will be asked to provide evidence of your eligibility. |
| I confirm that I am entitled to live and work in the United Kingdom and have the relevant documentation to evidence this (e.g. original birth certificate/UK Passport) | Yes | No |

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| **Declarations** |
| Are you related to (or a partner of) a Foundation customer, employee or Board Member? (*If yes, please provide brief details on a separate sheet)* | Yes | No |
| To the best of my knowledge, there is no reason in respect of my physical or mental health, why I would not be able to carry out fully the tasks described for this post. I confirm that the information I have given on this form is correct and complete. I understand that misleading statements may be sufficient grounds for dismissal. |
| **Signed** |  | **Dated** |  |

**Equal Opportunities Monitoring Form**

Foundation wants to meet the aims and commitments set out in our equality policy. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of the workforce and encouraging equality and diversity. The completion of this form is voluntary, however, it does help us provide a better service if this information is provided. The completed form will remain confidential and be stored securely and limited to only certain staff within Foundation’s Human Resources department, where it will be used for **monitoring purposes only**.

**What is your gender? What is your age? Do you have a disability?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Female |  |  | 21 and under |  |  | No |
|  | Male |  |  | 22 to 30 |  |  | Yes (*please specify*) |
|  | Transgender |  |  | 31 to 40 |  |  | Reasonable Adjustments |
|  |  |  |  | 41 to 55 |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |  | Over 55 |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |  |  |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**What is your ethnic group?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *White* |  | *Asian/Asian British* |  | *Mixed/Multiple Ethnic Groups* |
|  | British |  |  | Indian |  |  | White and Black Caribbean |
|  | Irish |  |  | Pakistani |  |  | White and Black African |
|  | Gypsy or Irish Traveller |  |  | Bangladeshi |  |  | White and Asian |
|  | Other (*please specify*) |  |  | Kashmiri |  |  | Other (*please specify*) |
|  |  |  |  | Chinese |  |  |  |
|  |  |  |  | Other (*please specify*) |  |  |  |
| *Black/African/Caribbean/Black British* |  |  |  |  |  |  |
|  | Caribbean |  |  | Other Ethnic Group (*please specify*) |  |
|  | African |  |  |  |  |  |  |
|  | Other (*please specify*) |  |  |  |  |  |  |

**What is your religious belief?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | No religious belief |  |  | Hindu |  |  | Sikh |
|  | Christian\* |  |  | Muslim |  |  | Other (*please specify*) |

\* including C of E, Catholic, Protestant and all other Christian denominations

**What is your sexual orientation?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Heterosexual |  |  | Lesbian/Gay |  |  | Bisexual |

**Have you been a customer of Foundation?**

**Yes: [ ]  No: [ ]**

**If yes, please state the start and end date you were a customer below?**

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**Advertising Monitoring Form**

We also monitor how effective our advertising is and, in order to assist us, we would ask that you please let us know where you saw the advertisement for the vacancy which you are applying for. Please be specific, if you saw the advertisement on the internet, please let us know on which website you saw it and do not just write “internet”.

**Where did you see the advertisement for this vacancy?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Foundation Website |  | Linked-In |
|  | Indeed |  | Gumtree |
|  | Job Centre/Directgov Jobs |  | Best Companies |
|  | Homeless Link |  | Word of Mouth |
|  | HAYH |  | E-mail from a Foundation colleague |
|  | Involve Yorkshire/Humber |  | E-mail from a colleague (not at Foundation) |
|  | Clinks |  | Facebook/Twitter |
|  | North Yorkshire County Council |  | Other (*please specify below*) |