

Job Description

Job Title: Service Development Manager

Department: Operations

Primary Objectives: Provide an internal service to support colleagues to review and redesign services to ensure that they meet the needs and preferences of the people who use our services now and in the future. Coordinate and support working groups to explore and implement changes, where change is needed.

Main Duties:

- 1) Help deliver improvements in key service areas, as prioritised by senior managers, and contribute to Vista's strategic objectives:
 - a. Prevent avoidable sight loss
 - b. Reduce the impact of sight loss
 - c. Provide care and support to people affected by sight loss
- 2) Work closely with service managers to identify and explore new ways of working; ensuring that our services are delivered in a way that meets the needs and preferences of people we support and satisfies contract requirements but also encourages innovation and integration;
- 3) Research and assess existing models in other places or sectors that offer transferable knowledge and ideas;
- 4) Establish, facilitate and support working groups to:
 - a. review our current service models in key areas;
 - b. design and test new ways of working;
 - c. implement and embed changes in service delivery.
- 5) Produce and monitor project plans, ensuring strong user involvement in the design process.
- 6) Support individual service managers to develop their knowledge and skills to review existing and develop new services;

Resources:

a) People

Co-ordinate and support working groups comprising staff and volunteers from a range of departments across Vista, relevant to the service under review.

Identify key individuals to inform and deliver change. Some working groups may include people who are employed by other organisations but work in close partnership with us to deliver our services.

b) Financial

Ensure each working group has access to the resources that it needs to deliver its action plan(s). Where budgets are allocated, ensure that plans are in place to deliver projects within budget.

Where working groups are proposing changes to current or future services, ensure that all predictable costs are accounted for and that the appropriate authorisation is in place before implementation begins.

Ensure service developments are linked to clear measures to demonstrate their value to individuals and to Vista.

c) Non-financial

Responsible for producing: high quality, evidence-based proposals; evaluation and impact reports to inform decision making and information to support funding bids.

Apply strong project management skills to ensure that service managers and working groups are able to achieve planned change.

d) Special Factors

Attend conferences, events and workshops to maximise knowledge and drive innovation and improvement across Vista and the wider sight loss sector. Provide guidance and support to managers leading change and actively share knowledge to identify and encourage best practice.

Additional responsibilities

- 1) To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
- 2) To ensure activities comply with current law and other statutory requirements, including standards set by inspection authorities.
- 3) To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working.

Prepared by: SJH

Date: February 2019

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	Educated to degree level or equivalent. Evidence of continued professional development in a relevant area.		Application form and certificates
Experience	<ul style="list-style-type: none"> Leading the development of operational services in a relevant sector. Successful implementation of change in a relevant context. Building and maintaining relationships across organisational boundaries. Project monitoring and management. 	<ul style="list-style-type: none"> Working in the charity sector. Working in the health and care sector. System or process review and evaluation of work in practice. Effective involvement of the people who use services in their review and design. Working in and with project teams to deliver change. 	Application form and interview
Skills & Knowledge	<ul style="list-style-type: none"> Good knowledge of current best practice in person-centred services. Excellent verbal and written communication skills. Highly numerate with attention to detail. Tools and techniques for project management. Recognition of 'innovation' 	<ul style="list-style-type: none"> Ability to research and produce impacting reports. Confident in presenting to various audiences Understanding of the charity sector and service delivery models in care. Tools and techniques for effective consultation. 	Interview / Test
Personal Qualities	<ul style="list-style-type: none"> Creative thinker with proven problem-solving skills. Natural facilitator confident working with 		Application/ test/ Interview

	<p>experts (including those with lived experience).</p> <ul style="list-style-type: none"> • Committed champion for quality and impact. • Good at building and maintaining relationships. 		
<p>Other</p>	<ul style="list-style-type: none"> • Identify and aspire to the highest standards of practice in delivery of high-quality support and care. • Recognise and value the contribution of individuals and enable them to achieve. • Able and willing to recognise and challenge poor practice or discrimination. • Committed to working in a way that reflects Vista's culture, values and core principles. 		<p>Application form and interview</p>