

Job Code: _____

Job Description: Service Manager (General)

Background of post

The Breastfeeding Network is looking to recruit a Service Manager to support with various project areas in England to support Programme Manager current work. The role will support current areas that are either led by a Volunteer Coordinator or to support with setting up volunteer training courses in areas without a dedicated co-ordinator.

The Service Manager will work closely with the Programme Manager. The Programme Manager will continue to line manage staff and have overall responsibility of the projects including final approval for risk assessments, any central processes when required such as staff HR and volunteer policies and will continue as the main commissioner contact for each area.

Main duties

The Service Manager role will be the first point of contact for local staff and volunteer to support the current activity and ongoing work of the projects led by Volunteer Coordinators or those without a dedicated co-ordinator to oversee and support the programme of peer support training and supervision.

Project management and activities

- Provide ongoing support to Volunteer Coordinators/volunteer team, including carrying out regular 1-1/ catch-up meetings.
- Feedback progress to Programme Manager (PM) through recording 1-1 forms of discussion points and actions.
- Work with the Volunteer Coordinator and central processes to recruit and manage a team of BfN registered trainees/volunteers.
- To support Volunteer Coordinators in delivering and developing the project signposting to policies and processes eg with recruitment and delivery of training and supervision.
- Review and support with risk assessments (PM to approve final sign off).
- Recruit with Volunteer Coordinator additional staff as required (eg. Tutors/Supervisors).
- Set-up and advertise BfN training courses via central recruitment policy and processes, supporting with trainee recruitment.
- Work directly with BfN Tutors and Supervisors as required, to support training and supervision.
- Support project areas with evaluations and review feedback to help inform project development.
- Support the project team in monitoring project finance reports and budgets, working with the BfN finance team.
- Ensure compliance with BfN policies, BfN Code of Conduct and relevant infant feeding and other local policies.

- Work with team members to set-up and manage local social media accounts used for supporting families.
- Ensure there are clear pathways for managing IG and Safeguarding issues and ensuring BfN and local processes are followed.
- Support the Programme Manager with other ad-hoc work where able such as reviewing reports to commissioners and funding applications.

Analysis and data management

- Work with Volunteer Coordinator/volunteer team to set up service data collection and evaluation where required
- Work with Volunteer Coordinator/volunteer team to develop resources to actively promote breastfeeding peer support, peer support training and support to reach all families across the borough

Equality and Diversity

- Ensure that you, staff and volunteers understand and implement the BfN Equality and Diversity Policy and undergo BfN training in Diversity and Inclusion
- Ensure that staff and volunteers work in a way that supports inclusion and values diversity. This responsibility includes actions in relation to service users, volunteers, work colleagues, people in other organisations and members of the public.

Health & Safety

- follow standard Health and Safety policies and guidelines
- undertake a proactive role in the management of risks in compliance with the Health and Safety at Work Act 1974 and subsequent legislation
- take care of your own personal safety and that of others

Personal

- Maintain registration with BfN with regular supervision (if relevant) and continuing professional development

This is not an exhaustive job description and may be subject to change according to the needs and development of the role. It is expected that the post holder may undertake such other duties as may be reasonably requested.

Person Specification: Service Manager

Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria on your application form.

Experience and Knowledge	Essential	Desirable
Currently employed as a BfN Service Manager	✓	
Knowledge of BfN, its ethos, policies, procedures and commitment to its Code of Conduct	✓	

Skills and Abilities	Essential	Desirable
Excellent interpersonal skills, including listening skills, sensitivity to different perspectives, diplomacy and negotiating skills	✓	
A good working knowledge of BfN training policies and processes such as advertising training courses and devising risk assessments	✓	
Excellent organisational skills, including prioritisation and time management skills	✓	
Strong budget management skills	✓	
Familiarity with managing different social media platforms (Facebook, Instagram, Twitter)		✓
IT skills (Word, Excel, email, office 365 and internet)	✓	
A space to work at home with reliable, secure internet access	✓	