

## RELATE BIRMINGHAM

<b>Post:</b>	<b>Macmillan Service Manager</b>
Hours:	37 hours per week
Responsible to:	Reports to the Chief Executive
Responsible for:	Co-ordination/line management of designated delivery staff
<b>Role:</b>	<p>To manage, market and develop the Macmillan Service for Relate Birmingham</p> <p>To ensure operational service and project targets are met and excellent outcomes are achieved for those affected by cancer in our area.</p> <p>To develop and maintain relationships with key organisations and professionals to promote the project and create partnership opportunities.</p> <p>To generate income in support of the project's longer term sustainability and development, working closely with the Chief Executive.</p> <p>To manage/co-ordinate the work of a small team of counsellors and trainers, liaising with colleagues to ensure effective service delivery.</p>

### **Dimensions of the Role:**

Relate Birmingham operates across Birmingham, Solihull, Sandwell, Wolverhampton, Dudley, Walsall and South Staffordshire. This post is responsible for co-ordinating, marketing and developing the Macmillan Project, which is a partnership between Relate Birmingham and Macmillan, and supporting its longer term sustainability. The project is well established and has been running successfully since 2016, providing relationship support services for people and their families affected by cancer in our area. Services include counselling for adults, couples, families, children and young people, sex therapy, workshops for the public and training for professionals.

The post is 37 hours per week and some flexibility will be required to include some evening or weekend work. It is based at the main office in Birmingham but will involve working at the Wolverhampton office and at other locations in our area and this will necessitate some travelling.

### **KEY TASKS & RESPONSIBILITIES**

#### **Service Management & Development**

- Manage and develop the Macmillan Service Project, which includes counselling, workshops, group work and training for the public and professionals in line with the agreed project plan and develop services in line with identified needs and client requirements.
- Form effective relationships with organisations and professionals to support appropriate referrals, promote the Relate Macmillan Service. Identify and create opportunities for partnership working.
- Represent Relate and Macmillan at appropriate forums, network meetings or events. Prepare and deliver presentations for other agencies, including volunteer and service user organisations.
- Market /promote the Macmillan Service to a range of stakeholders as per the marketing plan, including undertaking media and PR activities and using social media.
- Work with the Chief Executive to develop and implement plans in support of the project's longer term sustainability. Support them in funding bids, tenders and business development projects.

- Ensure project delivery, finance and reporting requirements are met and co-ordinate the project steering group meetings, liaising with Macmillan and partners as needed.
- Monitor and review performance, reporting regularly on services, finances and action plans as required.
- Liaise with the independent researcher and ensure we effectively monitor and evaluate services and gather client feedback in line with aims and objectives of the project.
- Ensure an exit strategy for the project is in place and the close down process is managed, including the dissemination of final reports, research findings and recommendations and an event.

### **Service Delivery and Communication**

- Liaise closely with the area Service Managers to co-ordinate the work of the counsellors and trainers working in the Macmillan Service and lead on the delivery of training services in the project.
- Manage/co-ordinate a small team of practitioners.
- Hold project team meetings, support recruitment, induction and training of new delivery staff and ensure support and training needs are met.
- Liaise regularly with the Clinical Practice Manager and/or supervisors to ensure all clinical issues are identified, understood and appropriately resolved.
- Ensure appropriate administrative arrangements are in place to support the delivery, monitoring and reporting of the service and records are kept up to date.
- Deal appropriately with client or service complaints in line with Relate policies.
- Work as part of the management team and contribute to cross-team projects.
- Deliver briefings/presentations/training to staff, Trustees, the public and contractors as required.
- Maintain effective working relationships with the Relate National and other local Relate Centres.

### **Other**

- Promote equal opportunities and anti-discriminatory policy within the Centre's practice.
- Comply with the Relate Federation principles, aims, objectives and standards at all times and understand and comply with Relate Birmingham's policies and procedures.
- Be aware of and observe Relate's health and safety policy.
- Undertake training or other duties required to meet the objectives of the post.

This job description is subject to regular review and revision in light of the changing needs of the service.

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## MACMILLAN SERVICE MANAGER

### PERSON SPECIFICATION

#### Essential

##### Qualifications

- A degree or professional qualification or equivalent experience.

##### Experience

- Service/contract delivery and development in a relevant field.
- Project management
- Planning, target/objective setting and presenting performance information
- Funding, bid or business case writing.
- Staff management

##### Aptitudes

- Ability to plan and prioritise workload/s and meet deadlines.
- Ability to develop and sustain professional relationships and partnerships.
- Ability to identify and create marketing opportunities.
- Good interpersonal skills and effective, networking, negotiation and influencing skills.
- Strong presentation skills.
- Ability to write clear plans and concise, professional reports.
- Ability to work both independently and as a member of a small management team.
- Financial skills including costing and budgets.
- Ability to communicate clearly and sensitively in difficult and complex situations.
- IT and administrative skills
- Willingness to work flexibly to meet service needs and travel to different locations.

##### Knowledge

- Knowledge of and commitment to equality of opportunity.
- Commitment to the vision, mission and values of Relate.

#### Desirable

- Understanding of relationship issues and/or cancer issues and the wider support services.
- Media or PR experience and using social media.
- Experience of working in or with the health, community or statutory sectors..
- Car driver with current licence, business use motor insurance, and use of road-worthy vehicle.

This post is subject to an enhanced DBS check and a 3 month probationary period.

## RELATE BIRMINGHAM

### MACMILLAN SERVICE MANAGER

#### CONDITIONS OF EMPLOYMENT

Based at:	111 Bishopsgate Street, Birmingham, B15 1ET  Based at our Birmingham office, the post will involve travelling to other locations in and around our area of operation. It will also require attending external and Relate meetings as necessary.
Salary:	£28,750 per annum, plus travel expenses  Initially a Fixed Term Contract to 31 March 2020, but with possibility of extension.
Hours:	37 hours per week
Annual Leave:	25 day pro rata plus 8 public/bank holidays 2 additional days awarded after 5 years continuous service.  (Office is closed Christmas Day to New Year's Day and this must be taken from annual leave entitlement)
Pension:	NEST auto-enrolment pension scheme for eligible staff
Probationary Period:	3 months probationary period.
Notice Period:	1 months' notice of termination will be required.
References:	All job offers are subject to satisfactory references.
DBS Checks:	All job offers are subject to satisfactory Disclosure and Barring Service records checks at enhanced level.
Other	Relate Birmingham operates a no smoking policy for all staff.