

Job Description and Person Specification

Service Delivery Manager

A Lambeth to be proud of



Job Title: Service Delivery Manager

Department: Integrated Health and Adult Social Care

Division: Public Health

Business Unit: Public Health

Grade: Career Graded PO3

Reports to: Programme Lead

Responsible for: Team of 5x Health Champions

Context

In 2021 as a response to the pandemic and the recognition of significant health inequalities facing Lambeth residents, a programme of work using a Health and Wellbeing Bus and Health Champions to deliver prevention focused health interventions was set up. The team of Health Champions and health providers work throughout the borough to ensure good access to health information, signposting and health checks. More information can be found at [Lambeth's Health and Wellbeing Bus - Lambeth Together](#).

Job Purpose

The Service Delivery Manager is responsible for the day-to-day operational management of the community health and wellbeing bus programme as well as wider programme support to ensure that community delivery is well organised, high quality, and aligned with programme workstreams and targets.

The postholder will supervise Health Champions, coordinate delivery activity, monitor performance, and ensure consistent reporting of programme activity. The role will ensure strong delivery standards while supporting staff development and ensuring residents receive effective engagement and support.

The successful applicant will need to be working regularly on-site with the bus and in the Civic Centre in Brixton, as visibility, growing relationships and understanding the borough are imperative to the role. The manager is expected to actively support delivery alongside the team when on site as well as observe the team in order to maintain and improve quality. Consideration will also be given to someone who can drive the bus from time to time as a vehicle requiring a standard driving licence.

Responsibilities

Operational Delivery

- To manage operational delivery of the programme. Ensuring an effectively run service with appropriate coverage of delivery locations and activities targeting Core20plus5 population, with a particular focus on accessing communities where health inequalities and/or access opportunities are most challenging for residents.
- Manage the team rota and deployment of staff.

- Working closely with Lambeth's vehicle team, to ensure the maintenance of the bus is kept up to date regularly cleaned. Parking dispensations have been sought for each location, and driver rota is in place.
- Respond to operational challenges and adjust delivery plans where needed.
- Ensure health and safety measures and SOP guidelines are being adhered to within the team and are reviewed regularly.
- Ensure bus schedules are accurate and published and promoted in good time.
- Make sure supplies and resources are being ordered in a timely manner for the needs of each workstream.
- When on site, take active part in delivering the service. This will involve speaking with residents and managing footfall and engagement flow and provide real-time coaching to the team.

Team Management and Supervision:

- Provide line management and day-to-day supervision of Health Champions. Including monthly one-to-one meetings with team and weekly whole team meetings.
- Oversee regular team meetings to review progress against targets and inform future service location deployment.
- Support staff development and professional development.
- Ensure staff welfare and that breaks are being taken and team have access to water and toilet facilities at all locations.
- Address performance or conduct concerns appropriately.

Quality Assurance:

- Regularly attend delivery sessions to observe engagement and provide support.
- Ensure programme workstreams are being delivered to a high and consistent standard across activities and promote high quality of community engagement.
- Identify areas for improvement and delivery practice.

Performance Monitoring, Reporting and Programme Support:

- Maintain the data reporting system and make adjustments where necessary for new workstreams.
- Ensure consistent and accurate recording of programme activity by the team and monitor outputs and engagement levels.
- Track progress against workstream objectives and delivery targets and ensure information is shared with project stakeholders as appropriate.
- Support the Programme Lead with information required for reporting and funding updates. Including producing short activity summaries and highlighting qualitative insights, trends, gaps or emerging issues in delivery.
- Support as necessary the implementation of new workstreams, including adapting reporting structures.

Partnership and Community Engagement:

- Field any enquiries about the bus and cascade information to Health Champions as necessary.
- Build positive relationships with community venues, VCSE partners and service providers.

- Represent the programme professionally within the community.
- Support collaborative working where activities involve partner organisations.

Other:

- To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
- To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
- To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Key Knowledge	K1	Understanding and awareness of the health and wellbeing challenges facing residents of Lambeth, in particular health inequalities	✓A
	K2	Knowledge of project management tools and processes to ensure quality in service delivery and understanding of health and safety protocols	✓A
	K3	Knowledge of Microsoft office packages and how to record and review data using MS Forms and excel	✓A
	K4	Driving licence desirable	
Relevant Experience	E1	Experience of working in the health and care system and/or with voluntary and community sector partners	✓A
	E2	Demonstratable skills in project and team management	✓A
	E3	Excellent time management and organistaion skills with proven experience of dealing with a variety of complex pieces of work prioritising as required	✓A
	E4	Experience of working with general public	
Qualification	Q1	Education to degree level and/or qquivalent practical experience.	✓A
Other Requirements	R1	Able to work in Lambeth with a commitment to working in the borough most days.	
	R2	The post is subject to an enhanced DBS check	

<p>Core Values and Behaviours</p>		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for 	

		<p>performance and delivery, making sure that they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	