



Service Manager – WLM Seymour Place Job Description

Line Manager: WLM Director of Operations
Hours: Full time - 36.5hrs/week
Salary: NJC Scale 40 – 45: Currently £39,696k - £44,401k per annum (ILW)
Location: 134-136 Seymour Place, London W1H 1NT

The West London Mission

WLM has been doing extraordinary, pioneering work since 1887. Our work empowers hundreds of people affected by homelessness, addictions and trauma to lead more fulfilling lives.

We are part of the Methodist Church and operate with an inclusive Christian ethos. For more information see www.wlm.org.uk

About Seymour place

Our service at WLM Seymour Place, helps those who are sleeping rough and offers both immediate respite care and long-term housing solutions. We help our beneficiaries move into accommodation offering resettlement support, and post-settlement care. We usually help between 20 and 30 people into accommodation every month.

We also provide much needed basics such as hot breakfasts, showers, clothing, and mail collection service. Around 100 street homeless people visit us every day. We host an on-site NHS Homeless Health Team with a nurse, a podiatrist, a counsellor, an optician and a dentist. Our beneficiaries are also offered specialist mental health services and drug and alcohol support every week.

We help people regain their confidence and get control of their lives assisting them reintegrate into society by facilitating art groups, English language classes, a running club, music workshops and football sessions. We work in partnership with many organisations to ensure the provision of a holistic and responsive service.

We also coordinate the **WLM Night Shelter** in Westminster including thirteen churches, a synagogue and a mosque providing emergency accommodation for up to 15 rough sleepers per night. Season 2017/18 - 84 people used the night shelter, and of those 61 were supported in to accommodation and 22 sustained or were supported in to paid employment.

The Seymour Place team includes: Deputy Manager, 3 Senior Project Workers, 1 Project Worker, Winter Shelter Coordinator, 4 residential interns, Housekeeper and part time Cleaner, Chef (part time) and a number of day volunteers.

We are currently working on a very exciting project to develop Seymour Place as a Community Hub and social enterprise that will welcome everyone to access the facilities, events and hire rooms. We were delighted to receive the support of the Mayor of London towards our successful Crowdfund

initiative to fund the first phase of Seymour Place development. This will be an exciting and crucial element of this role.

1.0 Management of the core operational work of Seymour Place

- 1.1 To oversee all aspects of the operation to ensure that Seymour Place provides a safe, welcoming and effective service for all beneficiaries and our partners.
- 1.2 To ensure provision of a high quality of strengths based assessment, and holistic options to move people off the streets, and that appropriate advice, interventions and support are being offered.
- 1.3 To ensure adequate risk assessment are being made to manage and provide a safe and enabling service for beneficiaries, staff and partners.
- 1.4 To ensure adequate levels of staff cover and appropriate response to issues and incidents.
- 1.5 To manage the wide range of operational partnerships within Seymour Place. This currently includes: NHS Homeless Health Team, Joint Homeless Team (JHT), Vision Care (Opticians), Westminster Adult Education Service, Lambeth Law Centre, Westminster Contact and Assessment Team (Outreach), Department for Work and Pensions (DWP), Academy of St Martin's-in-the-Fields, Westminster Homelessness Action Together (WHAT), Tri-partite day Centre Review (in partnership with The Passage and The Connection at St Martins).

2.0 Financial Management

- 2.1 To ensure the service operates within budget, making best possible use of resources.
- 2.2 Set, manage and monitor the budget.
- 2.3 Ensure that funding is accounted for with funders where requested.
- 2.4 Work with the Director of Operations and the Fundraising Manager to ensure sustainable funding for the service.
- 2.5 Identify opportunities to bring in further financial resources
- 2.6 To work closely with the fundraising team to ensure that they have adequate material to use for their applications and appeals
- 2.7 Identify opportunities to maximize income from the building as a social enterprise development

3.0 Review, monitoring and evaluation

- 3.1 To ensure excellent monitoring and evaluation systems are put in place which inform the development of practice in the service for internal and external use.
- 3.2 Design and implement systems to gather qualitative and quantitative information to assess need, monitor work and demonstrate impact.
- 3.3 Conduct regular reviews with clients about service effectiveness and maximise client involvement in service design and development.
- 3.4 Feedback information to partners and other stakeholders
- 3.5 To maintain strong administrative systems to record outcomes and data for Key Performance Indicators (KPIs)
- 3.6 Engage whole team staff and beneficiaries to develop, update and implement the service business plan.

4.0 Westminster Churches Winter Night Shelter

- 4.1 To convene and Chair the Steering Group for the shelter and ensure this groups meets monthly during the months that the shelter is operational (currently October to May)
- 4.2 To line manage the Shelter Coordinator and ensure that each church is well supported and that any incidents and issues are followed up promptly.
- 4.3 To work with the steering group to support the key events in the season of the shelter – the end of season celebration party and a review meeting of all coordinators.

5.0 Staff and Volunteer Management

- 5.1** Recruit, induct and regularly supervise operational staff, in line with WLM policies and procedures.
- 5.2** Ensure all interns and volunteers engaged in the service in line with WLM volunteering policies and procedures.
- 5.3** Engage with corporate volunteers and companies or individuals offering assistance in order to support the delivery of the services.

6.0 Building Management

- 6.1** Work with the Head of Central Services to ensure Seymour Place is as professional and well-presented an environment as possible
- 6.2** To ensure WLM Health and Safety policies are being followed and a safe working environment is maintained.
- 6.3** To work closely with WLM's Senior Management team around the development and maintenance of the building

7.0 Manage relationships and relevant networks

- 7.1** To ensure that Seymour Place is well-represented within the network of homelessness agencies within Westminster and central London. This will include representing Seymour Place in the Westminster Homelessness Action Together (WHAT) forum and continuing work on the tri-partite review of Day Centre provision in Westminster with The Passage and The Connection at St Martins.
- 7.2** To network with other homeless services, and visit other services to learn from best practice in the field.
- 7.3** Convene and host meetings for the local neighbourhood at Seymour Place and respond promptly to any issues of concern regarding management of issues which arise.
- 7.4** To work closely with WLM's Fundraising Team and the Director of Operations to develop the funding bids and strategy for the service. To show visitors around Seymour Place and to speak at events and with funders to promote our work.
- 7.5** To work with the WLM Chaplain to ensure that faith and spirituality needs of users are taken seriously.

8.0 Other duties

- 8.1** To be a member of the Operational Management Team and wider WLM Management Team meetings and to work closely with other WLM Managers, the Director of Operations, Head of Central Services and Finance Manager.
- 8.2** To contribute to WLM's overall strategy and business plan
- 8.3** To maintain probity and transparency in all dealings and declare any professional interests that might affect their position or role.
- 8.4** To work within the parameters of WLM's ethos, values, equalities policy, Code of Conduct and other policies and procedures at all times.
- 8.5** To undertake any other duties that might from time to time arise, commensurate with this senior position and by prior negotiation with your Line Manager.
- 8.6** Chair the Seymour Place Steering Group and work with the group to develop Seymour Place building and service provision

PERSON SPECIFICATION: WLM Seymour Place Service Manager

We are seeking a Service Manager who can demonstrate the following competencies to a high level and is committed to using them to the full in this key role. Whilst some specific experience of the content of the job will be relevant, we will be looking for evidence of all the following key competencies.

1	Client focus	6	Administration and IT
2	Organisation and planning	7	Management of relationships with external agencies
3	Initiative and creativity	8	Coordination of projects
4	Communication	9	Strategic and organisational awareness
5	People management	10	Leadership

Please use the Job Application form to demonstrate your capacities in relation to each of the criteria listed in the sections below. Please address each point in order.

The following criteria would be considered **essential**:

1. Experience

- 1.1 Experience of managing a complex service which involves multiple partners
- 1.2 Experience of managing services with homeless and vulnerable people
- 1.3 Experience of implementing new services or imaginative approaches to help homeless people.
- 1.4 Experience of managing staff and volunteers effectively

2. Knowledge and personal qualities

- 2.1 Energy and drive to lead staff in bringing in changes and innovation to the service
- 2.2 A personal robustness to deal with challenging issues and tackle difficult behaviour
- 2.3 Ability to put in place systems and structures which maintain good practice
- 2.4 Confidence with key IT applications such as Word and Outlook
- 2.5 A strong commitment to all WLM's values
- 2.6 Appreciation of the role of the churches and other faith-based work plays in addressing homelessness
- 2.7 An understanding of WLM's inclusive Christian ethos and how this works in practice
- 2.8 Understanding of good practice in people management and staff development and a commitment to an open, participative and empowering style of management.

The following would be considered **desirable**:

3 Experience and qualifications

- 3.1 Degree-level qualification in either Social Work or related field of work
- 3.2 Experience of working alongside churches
- 3.3 Experience of managing a service with multiple partners