



Service Manager – Support

Job Description

Contract period:	Permanent
Place of work:	Fledge central hub, Eastleigh, Hampshire
Hours:	5 days per week (37.5 hours) to include Mon – Fri, 9am–5pm
Salary:	£37,400 per annum
Holiday:	25 days holiday plus bank holidays pro-rata
Responsible to:	Director of Services
Purpose of Job:	To provide effective management of the support work team and play a key role in the running and development of support services.
Required:	DBS check; this position will involve working directly with vulnerable young adults. Our recruitment checks, induction and ongoing support and supervision reflect our commitment to safeguarding vulnerable adults.
Benefits:	Pension, advice and mentoring from The Fledge team, 24/7 employee assistance programme from Health Assured and a dedicated Health and Wellbeing Officer to support staff.

Background

Fledge supports vulnerable and homeless 18–35-year-olds across the Borough of Eastleigh, Hampshire. Our charity's core services include supported accommodation with individualised and holistic support to overcome barriers, build on strengths and learn skills to enable more hopeful and independent futures.

What are we looking for?

Are you an experienced manager with the motivation to support the running and development of a growing local charity? If so, you might be the person we're looking for to play an important role here at Fledge!

We are looking for a self-motivated individual with warmth, charisma and enthusiasm to join our friendly, committed team. This is an exciting time to join Fledge as we have recently transitioned to new, larger premises which will allow us to increase the services we are able to provide.

Role and responsibilities

Working closely with the Senior Leadership Team, this is a key role in delivering the high-quality support services that Fledge provides. This role will involve several tasks and accountabilities including, but not limited to:

HR

- Overseeing day-to-day HR functions related to support staff, including recruitment, onboarding, and induction processes.
- Supervising and developing current support staff
- Overseeing the volunteer co-ordinator, ensuring Fledge works proactively and creatively with volunteers to enhance service delivery.
- Maintaining accurate and confidential HR records in line with data protection regulations.
- Working with Peninsula (HR advisors) to implement HR policies and procedures.
- Working closely with the senior leadership team and HR advisors to ensure compliance with employment legislation and best practice.

Oversight and development of support services

- Overseeing the assessment and allocation of referrals to the service
- Overseeing the provision of high-quality support for service users in line with local and national legislation and best practice
- Working with the Senior Leadership Team to develop and embed co-production at all levels of the organisation
- Working with the Senior Leadership Team to create and implement a budget for support services

- Ensuring accurate records and reports are reviewed and maintained
- Working with the Safeguarding Co-ordinator to ensure the safety of staff and service users and compliance with legislation

Properties

- Working with the Service Manager–Operations to oversee the set up of new residential properties
- Working with the Service Manager–Operations to ensure resident properties and equipment is fit for purpose

Other Duties

- Arranging and facilitating regular staff meetings, working proactively with colleagues to ensure that relevant information is shared
- Developing and maintaining effective working relationships with other services and agencies, encouraging joint working initiatives
- Working with the Admin and Communications officer to promote and celebrate the work of Fledge
- Promoting a positive working culture that reflects the core values of the organisation and its Christian ethos.
- Aligning with data protection and confidentiality policies as well as legal, statutory, and good practice requirements, including health and safety, equality and diversity, lone working, data protection, and safeguarding.
- Addressing complaints promptly in line with Fledge procedures.
- Actively participating in team meetings, including wider leadership team meetings.
- Demonstrate a high standard of efficiency, professionalism, and integrity in all aspects of the role, undertaking any other duties as deemed appropriate for the success of the post and the organisation

What you can expect from Fledge

At Fledge, we pride ourselves on fostering a supportive and inclusive team culture. Our team is built on the principles of collaboration, respect, and integrity.

How we operate:

- **Open Communication:** Encouraging open and honest communication among team members to ensure everyone feels heard and valued.
- **Supportive Environment:** Creating a supportive environment where team members can share their challenges and successes and receive the necessary support to grow and develop.
- **Continuous Learning:** Promoting continuous learning and professional development through regular training sessions, workshops, and opportunities for personal growth.
- **Inclusivity:** Embracing diversity and inclusivity, ensuring that all team members feel welcome and respected, regardless of their background or experiences.
- **Being there in person:** We operate on site within core hours to ensure our residents have the support they need, and we believe in supporting our colleagues where we can so please ask us about any requirements you have.

If you want to be part of a purpose and values led team that embraces diversity, collaboration and continuous learning please send in your application, we'd love to know more about you.