

Role Profile

Role	Service Delivery Administration Manager	Location	Home based (Midlands or South East Locality preferred)
Accountable for	Service Delivery Administrators	Accountable to	Service Support Lead
Core Anchor Level	Support	Travel	Frequent
DBS check	No	Salary Grade	Circa £33,500 per annum E
Contract Type	Permanent	Hours	35 hours a week

Overall purpose and impact	
The overarching purpose of this role is to lead and empower Service Delivery Administrators to provide consistent, high-quality support to commissioned services, ensuring stroke survivors and their carers receive the best possible support to rebuild their lives after stroke. Whilst a coaching style will be appropriate for many aspects of the role, there will be occasions where strong leadership and management will need to be demonstrated to ensure administrators are maintaining an effective service. The Service Delivery Administration Manager will work collaboratively with Service Delivery Coaches and other key stakeholders to improve processes, increase efficiency and maintain organisational and contractual standards. This role will also contribute to the wider Service Delivery Administration function across Locality Impact.	
Responsibilities	Measured through delivery of
Responsible for all aspects of management of service delivery admin staff and volunteers, including recruitment, training, support and 1:1s, creating a positive leadership environment	Evidence of activity, 360 feedback, 1:1s
Empowering service delivery administrators to deliver high quality support in line with statutory and internal policy and procedure and within contract requirements. Lead performance improvement where appropriate.	Evidence of activity, 360 feedback, 1:1s

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Supporting process improvements and creating efficiencies within the admin hub, including key stakeholders at relevant points.	Evidence of activity, 360 feedback, 1:1s
Working with Service Delivery Coaches, and other key stakeholders, to ensure quality administrative support is provided to commissioned services.	Evidence of activity, 360 feedback, 1:1s
Contributing to the wider Service Delivery Admin function across Locality Impact	Evidence of activity, 360 feedback, 1:1s
Facilitate opportunities for shared learning and sharing of best practice.	Evidence of activity, 360 feedback, 1:1s
Support administrators to manage workload within the hub ensuring work can be prioritised where resource may be impacted	Evidence of activity, 360 feedback, 1:1s
Understand relevant policy and procedure (i.e. safeguarding, health and safety and General Data Protection Regulation (GDPR) and empower administrators to understand them and support with compliance	Evidence of activity, 360 feedback, 1:1s
Manage and facilitate effective communication around our data and reporting systems (eg when changes are made or a specific project is being undertaken). Ensure data is kept up to date and accurate. Manage all resolutions and oversight of data quality issues.	Evidence of activity, 360 feedback, 1:1s
Where vacancies, absence or capacity issues occur enable service teams to plan effectively through strong communication and collaboration to support service delivery and ensure compliance with contracts.	Evidence of activity, 360 feedback, 1:1s

Person Specification – below is listed all of the essential / minimum criteria for the role

1. Experience supporting remote teams and developing these teams using a coaching style of management
2. Excellent IT skills with ability to use a range of IT products including Microsoft Office and internal database systems
3. Experience of writing and implementing new administration processes
4. Experience of creating strong working relationships with a number of internal and external stakeholders
5. Excellent communication skills- both written and verbal
6. Experience of recruitment

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7. Managing performance improvement
8. Experience of managing competing priorities
9. Significant experience of line management, including managing attendance, employee relations matters, performance reviews and employee wellbeing.
10. Willingness to undergo relevant training and continuous professional development