

# Service and Development Manager Job Pack

**hertshelp**  
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**For when you need help or information  
and don't know where to turn**

Call HertsHelp for signposting and referrals to local services including, wellbeing, financial, carers, living support and more.



# Dear Applicant

Thank you for your interest in working for the HertsHelp Service, delivered by the Hertfordshire Advice Providers Partnership.

This job pack should give you everything you need to know to apply for this role and what it means to work with us.

In this pack you'll find:

- Information about HertsHelp
- Purpose of the job
- Job description and person specification
- Interview and Application Process
- Candidate guidance notes

## Want to chat about this role?

If you want to chat about the role further, contact [recruitment@hertshelp.net](mailto:recruitment@hertshelp.net) to arrange an informal conversation

We look forward to hearing from you!

Charlotte Blizzard-Welch  
CEO  
Citizens Advice Stevenage

Mark Hanna  
CEO  
Age UK Hertfordshire

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**We're here to listen and help you find independent support, guidance and information to get the most out of life.**

**HertsHelp is a phone, email, text and online service that helps the residents of Hertfordshire find the support they need to help with challenges they are facing. We're here to listen and help you find independent support, guidance and information to get the most out of life.**

### Services we can signpost to include

- Information and Advice
- Meals on Wheels
- Mental Health
- Money Advice and Support
- Welfare Assistance
- Social Care
- Help at Home
- Domestic Abuse Support
- Drugs and Alcohol Support
- Promoting Healthier and Happier Living

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# Job Description | What you will be doing

## **Mobilisation Management**

- Support the mobilisation board to transition the HertsHelp service from the incumbent provider to HAPP, ensuring HertsHelp continues to deliver high quality service from the day of transition

## **Service Development**

- Manage the development lifecycle of the HertsHelp strategy, from concept to launch. Ensuring quality, timeliness, and adherence to requirements, ensuring the sustainability of developments at each stage.
- Lead on specific aspects of service development and delivery
- Identify opportunities to extend existing services and produce business cases and proposals to secure support.
- Conduct market research, trends, and gather customer feedback to inform service development decisions.

## **Relationships and Brand Development**

- Develop and implement a communications plan for the service, boosting the brand recognition across the county
- Develop and maintain a relationships across the HertsHelp Network
- Develop a good understanding of local communities across the County.
- Maintain an up-to-date community profile and the needs that exist
- Develop strong relationships with commissioners and those who influence service provision and procurement
- Work with members of the statutory and voluntary sector to raise awareness of HertsHelp network offer and identify new opportunities
- Represent HertsHelp at meetings and conferences
- Increase profile of the service with the public, through planned publicity campaign. To include materials in easy read and foreign languages.

# Herts Help Service and Development Manager

**Reporting to:** CEO

**Contract:** Permanent

**Salary:** £35-40k

**Hours:** 37.5

**Holidays:** 27 days plus Public Holidays

**Location:** Hybrid

Office base will be in Stevenage. There will be some travel across Hertfordshire for meeting/event attendance.

**Flexibility:** Required

Some evenings and/or weekends to meet the needs of the service

## Purpose of post

This is an exciting opportunity to join our team and to be the face of the HertsHelp service at a pivotal time as the service transitions to the HAPP Partnership. As the Service and Development Manager, you will be responsible for overseeing the delivery of exceptional service to residents and partners and managing the development of the services. You will lead a team of professionals and collaborate with cross-functional departments to ensure customer satisfaction and drive growth through innovation and continuous improvement. A collaborative approach will be essential to:

- Support the development of the HertsHelp brand and network and help shape, implement and deliver on the HertsHelp strategy
- Develop and maintain relationships with the HertsHelp network across voluntary and statutory sectors
- Work with other organisations, agencies and residents to identify service development opportunities.
- Drive and implement service developments
- Support the network to demonstrate the impact of multi-agency input to support residents

# Job Description | What you will be doing

## Service Management

- Work with the team leaders to ensure that robust data is input into HertsHelp information systems. Retrieve and analyse data to improve services and ensure contractual compliance.
- Ensure that commissioner receive accurate and appropriate information about services and produce data reports on request
- Coordinate with cross-functional teams to ensure effective execution of development plans and alignment with business objectives
- Develop and implement strategies to enhance customer service experience and meet customer satisfaction goals.
- Monitor service performance metrics, identify areas for improvement, and implement corrective actions as needed.
- Coordinate with team leaders to resolve complex issues and ensure timely resolution.
- Ensure HertsHelp are referring onto all appropriate organisations through a smooth and effective process
- Foster a customer-centric culture across the organization and champion customer service excellence.
- Take responsibility for planning and managing projects to ensure that they achieve defined outcomes on time
- Ensure any changes are communicated, implemented and embedded within the wider HertsHelp network
- Ensure that quality systems are robust and ensure that HertsHelp network is compliant with quality expectations and contractual requirements
- Conduct investigations into complaints or other potential issues of non-compliance when escalated by the team leaders
- Lead Conduct routine and special audits to ensure that service standards are maintained

# Job Description | What you will be doing

## **Supporting staff Development**

- Ensure that staff can participate in training and development opportunities
- Share good practice by coaching and mentoring staff and the delivery of local training events.
- Ensure that staff are complying with policies and procedures and that staff are regularly updated on these.

## **duties/responsibilities**

- Promote and uphold the aims, policies, and membership requirements of the HertsHelp Service and HAPP members Citizens Advice and Age UK.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Promote the aims, principles, policies, interests and wellbeing of the organisation and protect its integrity and reputation.
- Identify own learning and development needs and take steps to address these.
- Participate in initiatives as appropriate and contribute to the work of associated committees and working parties
- Support the strategic development to ensure its management and services to clients reflect and support the HertsHelp Service and HAPP members equality and diversity sand diversity
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service

# Person Specification | What you need to do this job

Requirement	Desirable
Project management skills and experience	Project management qualification
Experience of working with multiple agencies and stakeholder	Ability to lead multi-agency project groups effectively
<p><b>Communication skills</b> excellent verbal skills to make your points concisely and impactfully. The ability to speak with confidence to a range of audiences. <b>Written communication skills</b> to absorb a range of information and provide high quality briefings, reports etc. Fully confident to maximise use of technology including the Microsoft suite of packages.</p>	
<p><b>Organisational skills</b> to get things done on time and to meet or exceed desired outcomes. The ability to know when to delegate and when to keep close to issues. Planning ahead a keenness and mind-set that thinks and plans ahead in order that the time is used wisely, and reactional management is avoided.</p>	
<p><b>Strong leadership -Managing and influencing people</b> to enable team members to deliver and develop in their roles and to bring about results.</p>	
<p><b>Innovation and managing change</b> and the confidence and enthusiasm to come up with new ideas and implement change for continuous improvement.</p>	
<p><b>Working with ambiguity and uncertainty</b>, no two days in this job will be the same, you need to be prepared to work and thrive in this environment, dealing with and responding to uncertainty and using your judgement to manage a range of competing demands.</p>	
<p><b>Outstanding research and analytical abilities</b></p>	
<p><b>Willingness to be flexible and dynamic</b> to suit the changing needs of the service.</p>	
<p><b>A commitment to continuous professional development.</b></p>	

# Application Process

To apply please send your CV and concise supporting statement which includes examples and evidence demonstrating why you are suitable for this role. If you do not complete a supporting statement, your application may be rejected.

Clearly state your address, e-mail address, telephone number and whether you have a driving licence and whether you own a vehicle.

Applications should be submitted to [recruitment@hertshelp.net](mailto:recruitment@hertshelp.net)

We are an equal-opportunity employer. If you have any requirements (e.g., for attending an interview) please note these clearly in your letter.

## Interview Process

The closing date is: 08/11/2023 (midnight)

Shortlisted candidates will be contacted by telephone, so please give a daytime telephone number or somewhere we can leave a message to arrange an interview.

Offers made are subject to 2 satisfactory references



# Guidance notes for applicants

## Equal Opportunities

We are an equal opportunity employer. Please let us know if you require any adjustments to be made to the application process or if you have any requirements (e.g. for attending an interview). Note these clearly on in your letter. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

## Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Citizens Advice Stevenage does not hold a sponsor license and, therefore, cannot issue certificates of sponsorship under the points-based system.

## References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

## Criminal convictions

Anyone who applies to work within Citizens Advice Stevenage will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Stevenage – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

## Health and Safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work. The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.