

Job Description:

Service support Co-ordinator (Band 3)



Function:	Service support
Position:	Service support Co-ordinator
Job holder:	SJS
Date (in job since):	
Immediate manager (N+1 Job title and name):	Manager Service Delivery – Service support
Additional reporting line to:	
Position location:	Hub Chelmsford

1. Purpose of the Job – State concisely the aim of the job.

To contribute to reducing reoffending, changing lives for the better and improving the quality of life for those under CRC supervision through effective delivery of probation services.

In particular, this role will focus on supporting Essex CRC to co-ordinate and deliver administration /service support to the desired quality standards. This will be achieved through quality administration to deliver efficiency and meet performance targets achieving continuous improvement.

To supervise the activity of a dispersed and mobile staff team to ensure quality services are delivered and performance and contractual targets met within a resource allocation framework. To work in partnership with other agencies and local stakeholders to ensure coordinated service delivery

2. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

CRC Manager Service Delivery

Service Support Co-Ordinator

4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Completing training and coaching for Service Support Officers and providing feedback to individuals & managers in a timely manner.
- Develop relationships with both internal and external stakeholders.
- Oversee the day to day scheduling and workforce planning for all activities.
- Assist the manager to deliver on Strategic Plans
- Be agile and flexible in response to competing and changing demands
- Support staff Band 2 through the provision of advice and guidance to develop and maintain performance
- Support the organisation in the completion of internal audits and performance monitoring

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Oversee the work, performance and conduct of staff in accordance with the expectations and requirements of the CRC.
- Assist and direct staff/resources in planning and prioritizing activities in order to meet specific requirements
- Supervise the completion of tasks to ensure these are completed efficiently and effectively
- Monitor delegated budgets and purchase orders in accordance with financial regulations
- Pro-actively prioritise resources to achieve best value and effective service delivery
- To undertake specific SSO duties as and when required
- Ensure all working practices comply with Health & Safety regulations and the CRC policies.
- Organise and assign resources, including allocating tasks to staff in accordance with their job description and the needs of the organization.
- Manage or oversee the delivery of all work and quality assurance processes to meet expected standards.
- Complete and maintain rotas and schedules to create efficiency
- Deliver ongoing training and coaching to all staff.
- Work unsocial hours as and when required which can on occasion be short notice.
- Attend and participate in local, regional and national meetings as required.
- Assist the MSD to develop and maintain an up to date copy of documentation.
- Participate in the planning and delivery of presentations and training events. Contribute to the visibility and engagement strategy.
- Facilitate team meetings.
- Ensure effective liaisons are in place with all Staff and Stakeholders.
- To work as part of a team to develop future delivery across the CRC, ensuring that it meets the quality/performance framework.
- Monitoring and analysis of performance. Develop and implement, if required, improvement plans to deliver in line with objectives.
- Responsible for ensuring that all staff ensure the safeguarding of children in all their contact with service users
- Contribute to management of health and safety including accident and incident investigations making recommendations for improvements
- Proficient use information technology appropriately
- Proficient use of office equipment
- Ensure all activities are conducted in a anti discriminatory way

General Responsibilities:

- to undertake training as required
- to engage in regular supervision and appraisal/performance development review with line manager
- to adhere to CRC policies and procedures

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Contribute to the achievement of service level measures
- Improve the effectiveness of service delivery through quality assurance activity along side constructive team and individual feedback, direction and guidance
- Monitor and contribute to the successful completion of action plans.
- Create ease and efficiency in the resource management of the CRC

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively**Service Spirit**

Committing to improve the service delivery, efficiency and overall performance of the CRC by setting and achieving ambitious goals, being solution focused to implementing change as agreed with MSD.

Team Spirit

Value diversity and equality in all decision and implementation decisions

Excellent communicator

Knowledge and implementation of service delivery

Encourages others to progress and develop

Displays resilience and does not take set back personally

Acknowledges others contributions

Spirit of Progress

Anticipates and adapts to new circumstances, constantly looking to create value and growth

Openly encourages new thinking and perspectives

Challenges their own thinking

Admits to and learns from mistakes

Excellent IT, communication and presentation skills

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management	
■ Rigorous management of results	■ Innovation and Change	
	Brand Notoriety	