

Client Services Manager Information Pack

Location:	Can be based at Thrive Reading, London or Birmingham with 2-3days Remote/Home working
Reports to:	Head of Operations
Direct reports:	Three Client & Garden Manager
Salary:	£35,000-37,500 (potentially higher for an exceptional candidate)
Hours:	35 hours (full time)
Contract:	Permanent

Main purpose

To ensure the delivery of high quality and effective Social and Therapeutic Horticulture (STH) programmes across Thrive's three centres.

To deliver the Client Services strategy. Managing our three Client and Garden Managers to ensure all our clients have a positive experience at Thrive.

Key Responsibilities

Impact and Delivery

- Lead the implementation of programmes, ensuring that both new and existing programmes reflect good practice and deliver their stated outcomes in line with STH principles
- Manage the development and implementation of monitoring and evaluation systems and processes to ensure effective data collection to demonstrate client progression and achievements
- Ensure that all Client Services staff and volunteers have the appropriate level of skills, knowledge and equipment to deliver effective STH programmes; arrange training and CPD as necessary
- Manage the development and implementation of an effective risk assessment framework for Client Services' operations; ensure all risk assessments are kept up to date through regular review
- Working collaboratively with the Resources team, ensure that all facilities used by Client Services are managed in accordance with Health & Safety policies and procedures
- Ensure that Accidents & Incidents are properly recorded and reported, and that appropriate actions are taken to mitigate further occurrences.

Safeguarding of vulnerable Adults and Children

- Ensure that all Client Services staff and volunteers understand their roles and responsibilities within the Safeguarding framework

- Act as the Deputy Lead Safeguarding Officer, managing the internal response to reported safeguarding incidents/allegations. Lead the escalation to external agencies within Client Services.

Management

- Support the preparation of annual plans and budgets and identify funding priorities aligned with the strategic plan for Client Services
- Provide line management to the Client & Garden Managers and support them to manage the day-to-day delivery of programmes; ensure delivery to the agreed strategic plan
- Ensure that operational issues are resolved in a timely manner and involve other colleagues across Thrive in developing solutions where necessary
- Provide input and support to the monitoring of monthly management accounts and collation of financial and statistical data required on a monthly, quarterly and annual basis
- Provide written reports for Thrive's Board of Trustees, Senior Management Team and funders as required.

One Thrive

- Play an active role in Operational Manager Group, managing or inputting to organisational development and improvement projects as required
- Make sure that information flows effectively through Client Services and our knowledge and expertise is built and consistently shared.
- Ensure that colleagues across Thrive have access to suitable case studies, testimonials, feedback, data and photographs from Client Services to support funding bids, funder reports, communications and campaigns

This list is not exhaustive. Amendments and additions may be required in the future, in line with policy and other changes.

Person Specification

Area	Essential	Desirable/Useful
Skills and Knowledge	<ul style="list-style-type: none"> • Ability to design service delivery to apply good practice principles in a variety of settings • Ability to coach staff and volunteers to adopt best practice in delivery • Ability to design service delivery to ensure the Safeguarding of Vulnerable Adults and Children • Ability to handle sensitive issues with compassion and impartiality, addressing issues where needed • Up to date digital skills including use of MS Teams, Trello boards (or similar) and CRM systems to manage work and reporting; comfortable with MS Office tools and use of social media • Ability to manage and motivate self and others • Understanding the importance of effective and consistent impact measurement. 	<ul style="list-style-type: none"> • An understanding of the principles of Social & Therapeutic Horticulture or other therapeutic interventions • Understanding of current adult social care, social prescribing, and health and social commissioning
Experience	<ul style="list-style-type: none"> • Strong line management experience; effective staff recruitment, induction and performance management • Managing the internal response to reported Safeguarding incidents/allegations • Application of risk management and operational Health & Safety to service delivery • Setting, evaluating and delivering key operational objectives and associated KPIs • Effective cost management 	<ul style="list-style-type: none"> • Managing service delivery and staff across multiple locations • Management and motivation of volunteers • Contributing to case for support and funding applications • Effective Project Management track record
Personal Attributes	<ul style="list-style-type: none"> • Interpersonal and communication skills and the ability to build rapport with a diverse range of people • A clear thinker with strong analytical skills, initiative and drive • Strong verbal and written communication • Good standard of numeracy • Strong personal organisation and co-ordination • Flexibility in the working environment • Ability to work on own initiative and as part of a national team 	
Other	<ul style="list-style-type: none"> • Committed to the aims of Thrive • Committed to developing self and others • Willingness to travel (London, Reading, Birmingham) 	

Overview of Terms of Employment & Benefits

Salary: £35,000-37,500pa (potentially higher for an exceptional candidate)

Contract: Permanent

Location: Preference to be based at Thrive Reading but could be based at Thrive London or Birmingham with 2-3days Remote/Home working. The role will involve regular travel to all three of Thrive's centres.

Working hours: a normal working week is 35hrs, Monday to Friday 9-5pm although some flexibility of working hours may be required and given the nature of Thrive's services working on evenings or Saturdays and Sundays is undertaken from time to time, in which case days off in lieu may be granted.

Probationary period: there is a probationary period of 6 months for new employees, with reviews at 3 months and 6 months. Thrive may extend this period of probation if necessary.

Notice periods: during the probation period, the notice period will be 4 working weeks. After the probationary period, the notice period will be 8 working weeks.

Holidays: annual holiday entitlement is 25 days, rising to 27 days after 5 years. In addition to annual holiday entitlement, you are entitled to all statutory holidays and bank holidays, or if work is undertaken on those days you are entitled to straight days off in lieu.

Sickness absence: Full salary for the first 20 days; half salary for the next 20 days; subsequent absences at nil salary (apart from any SSP entitlement) until return to work.

Pension: you will be automatically enrolled into Thrive's contributory pension after 2 months employment. Thrive's contribution to the pension scheme is 4% of gross salary and you will be required to contribute a minimum of 4%.

Death in Service Benefit

Employee Assistance Programme: The EAP offers a range of services that are designed to offer you a happy and fulfilling life. This includes access to free counselling services and several information helplines.

My work life solutions: My Work/Life Solutions is your online portal where you can access and manage all your benefits in one convenient place. You have access to a range of discounts and offers on hundreds of retailers.

To Apply:

Please send your CV and a written statement explaining how you meet the person specification and what you will bring to Thrive, to recruitment@thrive.org.uk by **9am on Monday 17th January 2022**.

First round interviews will be held on **21st January 2022**.

To achieve our goal of engaging as many people as possible in ‘gardening for health’, we know that our employee team needs to better reflect and represent all our communities. Therefore, we particularly welcome applicants from a Black, Asian and Minority Ethnic background, and disabled people, as these groups are currently under-represented among Thrive’s employees.

Thrive are a Disability Confident Employer and as such we are committed to the employment and career development of disabled people and will offer an interview to give you the opportunity to demonstrate your abilities at an interview, if you declare that you have a disability and meet the minimum criteria for the job.



By ‘minimum criteria’ we mean that you must provide us with evidence in your application which demonstrates that you generally meet the level of competence required for each competency as well as meeting any of the qualifications, skills or experience defined as essential.

Successful appointment to this post will be subject to satisfactory references and Disclosure & Barring Service checks. Thrive complies fully with the DBS Code of Practice. Having a criminal record will not necessarily prevent an individual from working for Thrive.

Charity No. 277570

Company No: 1415700