

Service Delivery Manager Interim

Job Description

**Who we are**

The Eikon Charity is one of Surrey’s leading charities supporting children and young people. We listen, we talk, and we help young people with the skills they need to live their best life. And we work with families and professionals to make sure everyone gets the support they need.

We are looking for people with passion and expertise to join us in continuing to be a leading provider of early intervention in Surrey.

**Our vision**

For all Surrey young people to thrive.

**Our mission**

To empower and support young people in Surrey to have the wellbeing they need to be healthy and happy.

**Our values**

We elevate and amplify the voices of children & young people.

The needs of young people guide everything we do, shaping every decision and action we take.

We act with compassion.

We empathise with the pressures of modern life and feel compelled to help without judgement.

We work together.

Partnering with parents, carers, schools, policymakers, and young people themselves helps us all to succeed.

We take responsibility.

We recognise our part to play in the future of children & young people, and we hold ourselves accountable for their success.

**Our culture**

We recognise our collective strength and champion the power of individuals. Our teams are amazing and inspire people every day. We work hard to create an environment where all of our staff and volunteers feel comfortable to bring their whole selves to work. Diversity enriches us and improves the support we give children and young people. The work we do creates change to be celebrated, rewarding moments, and outcomes to be proud of every day. It can also bring professional and personal challenges to each of us. We support each other to share our moments of success, do the best we can for young people, ensure everyone enjoys their work, and support our colleagues when they need it.

**The practicalities**

**Location:**

**Length of Contract:**  6 months secondment

**Hours:** 37.5 per week

**Pay:** £34,000 to £37,000 FTE depending on experience

**Benefits:** Sick pay

Safeguarding training

Pension scheme

Employee Assistance programme

**Your line manager:**  Service Delivery Lead

**Your team:** Emotional Wellbeing Practitioners with ND Specialism

CYP Counsellors

SBN ND Practitioners

In your role as Service Delivery Manager you will manage elements of Mindworks contracted services that are delivered by our Emotional Wellbeing Practitioners with ND Specialism and our CYP Counsellors. The teams deliver services for CYP in both school and community settings and provide both groups and one to one relevant to individual needs and community areas of contract coverage for Surrey.

In addition you will manage our SBN ND project, currently funded to end March 2026.

Responsible for the service provision, demonstrating outcomes and impact, as well as supporting the team with safeguarding and non-clinical supervision.

You will work closely with other managers to ensure the optimum level of quality assured and safe service operations are delivered to CYP and their families.

Innovation and development collaboration will be an important element of the Managerial position; this is both within the service and in collaboration across the wider Surrey Wellbeing Partnership and Mindworks Alliance.

**Responsibilities**



**Lead the delivery of Emotional Wellbeing Practitioner (ND), Counselling Services and SBN ND Practitioners**

* Responsible for managing, allocating and overseeing referrals and staff case load lists, ensuring CYP and parents/carers are supported by an appropriate member of the team, in a suitable venue, within agreed timescales
* Ensure delivery of contracted ambitions are met for responsible service areas
* Develop annual delivery plans for all accountable service areas
* Lead and embed the team within the organisation
* Work with Service Delivery Lead and other Service Delivery Managers to ensure high-quality service, safe and effective practice is delivered in accordance with best practice guidelines
* Ensure CYPF voice and participation is integral to service delivery
* Ensure the organisational perspective is reflected in the delivery of services and outcomes for young people

**Line Management/Case Management**

* Work with Service Delivery Manager colleagues to coordinate allocation of cases referred to Eikon for Early Help support to appropriate practitioners
* Ensure case management is undertaken to a high quality, including ensuring systematic case note review processes are followed and all data and information is uploaded to the relevant data bases
* Line-manage staff in line with Eikon's policies and procedures
* Identify learning and development needs of the team; develop learning and development plans to support these needs,
* Ensure appropriate clinical supervision is undertaken personally and provided to all delivery staff (staff includes paid employees and volunteers)
* Work in collaboration with the DSM to ensure all staff are competent to manage safeguarding issues
* Support staff with all safeguarding issues and liaise with the DSM where appropriate
* Understand and act when safeguarding issues need to be escalated
* Always apply safeguarding and child protection procedures

**Impact Monitoring, Evaluation and Reporting**

* Support with internal reporting for responsible service areas to ensure programmes can be quality assured, and accurately monitored and evaluated
* Ensure accurate records of individual engagement are maintained, with evidence of change, and celebrate progress with CYP
* Ensure Goal‑Based Outcome (GBO) and Experience of Service frameworks are implemented within responsible service areas
* Ensure all data and information is uploaded onto all relevant databases (Breathe HR, Evide)

**Budget Responsibility**

* Ensure direct reports are working within Eikon expenses policy
* Be responsible for equipment/resources linked to service delivery

**Organisational requirements**

* Provide duty manager office cover and out of hours evening on call support (usually until circa 8pm) as part of a rota of leads and managers
* Work within and promote Eikon’s internal policies, safeguarding and data protection regulations
* Attend all relevant management and contract meetings
* Attend training as discussed and agreed between yourself and line manager
* Work some planned evenings or weekends to meet the needs of the Service
* Undertake any other duties reasonably required by the line manager
* To promote, monitor and maintain health safety and security in the working environment

This Job Description and Person Specification reflects the duties of the post as they exist at this time and may be subject to change based on the needs of the Department Programme. The post-holder may be required to undertake other duties commensurate with the salary and competence requirements of this post from time to time as required.

**Eikon is committed to safeguarding and promoting the welfare of young people and expects all employees and volunteers to share this commitment. The suitability of all prospective employees or volunteers will be assessed during the recruitment process.**

**An offer of employment will be subject to an approved Enhanced DBS and Barring Disclosure.**

The Eikon Charity is committed to a policy of equality of opportunity and aims to provide a working environment which is free from unfair discrimination and will enable employees and volunteers to fulfil their personal potential.

**Applications**

If you are interested in applying for the role, please complete an Expression of Interest Form and send it to [jean.pullen@eikon.org.uk](mailto:jean.pullen@eikon.org.uk) by 12.00 on 01/12/2025