

JOB DESCRIPTION

Job title	Carers Hub Service Manager
Report to	Operational Services Lead
Hours of work	37.5 hours per week, Monday to Friday, may include occasional weekends
Salary	£30,606.03 per annum
Location	Age Connects West Midlands, Boldmere (the role will also involve regular travel across Birmingham and Sandwell)
Contract type	Fixed term – 31 st March 2028; with possibility of extension

Job Purpose

The Carers Hub Manager is responsible for the overall leadership, strategic direction, and performance management of the Birmingham Carers Hub Information and Advice service, with an additional remit to support and collaborate with the Sandwell Carers Service. The post holder will provide strategic oversight and line management to Deputy Managers and leadership staff, ensuring services across both areas are high-quality, compliant, and responsive to carers' needs. While Deputy Managers lead the day-to-day operational delivery, the Carers Hub Manager retains overall accountability for service outcomes, staff performance, partnership working, and contractual compliance.

Essential Duties/Responsibilities:

1. Strategic Leadership and Service Oversight

- Provide strategic leadership and direction for the Birmingham Carers Hub Information and Advice service and provide support to the Sandwell Carers Service and our Advice and Guidance service.
- Oversee the effective delivery of services led operationally by Deputy Managers and Coordinators, ensuring alignment with organisational objectives, Forward Carers requirements, and contractual standards across all services.
- Ensure high standards of customer care, accessibility, safeguarding, and equality across all service activity in Birmingham and Sandwell.
- Lead service development and continuous improvement in response to commissioning changes, carers' needs, and local health and social care priorities in both areas.

2. Leadership and Management of Deputy Managers and Leadership Staff

- Provide effective line management, supervision, appraisal, and performance management of Deputy Managers and leadership staff.
- Support Deputy Managers and Coordinator to deliver strong day-to-day operational management, workforce planning, and service delivery.
- Act as a senior decision-maker on complex operational, staffing, or performance issues escalated by Deputy Managers and Coordinator.
- Foster a positive, inclusive, and values-driven leadership culture across the service.

3. Quality Assurance and Performance Management

- Maintain oversight of service performance, KPIs, outcomes, and reporting requirements.
- Ensure robust systems are in place for:
 - o Monitoring service quality
 - o Managing risk and safeguarding
 - o Responding to complaints and feedback
- Use data, reports, and feedback to drive service improvement and ensure contractual compliance.
- Report regularly to Age Connects senior management and Forward Carers as required.

4. Staff and Volunteer Development

- Ensure effective recruitment, induction, training, and development frameworks are in place for staff and volunteers (delivered operationally by Deputy Managers and Coordinator).
- Promote continuous professional development, wellbeing, equality, and inclusion across the service.
- Ensure supervision and appraisal systems are consistent, supportive, and aligned with organisational policies.

5. Engagement, Partnerships, and Representation

Maintain and develop strategic relationships with:

- Forward Carers partner organisations
- Statutory bodies
- Community and voluntary sector partners
- Represent Age Connects West Midlands, Birmingham Carers Hub and Sandwell Carers Service at strategic meetings, networks, and events.
- Oversee outreach and engagement activity across Birmingham and Sandwell to ensure carers and older adults can access services in a variety of ways.
- Promote joined-up working across Age Connects services and with partners in Sandwell.

6. Governance, Compliance, and Administration

- Ensure robust systems for:
 - Confidential carer records
 - Data protection and GDPR compliance
 - Health and safety
 - Safeguarding
- Oversee administrative systems, databases, and reporting processes to ensure accuracy and accountability.
- Ensure policies, procedures, and organisational values are consistently applied across the service.

7. General Responsibilities

- Maintain strict confidentiality at all times.
- Work within Age Connects's Values, Mission, Equality and Diversity policies.
- Undertake ongoing training and professional development.
- Carry out any additional duties commensurate with the seniority and purpose of the role.

Skills & Qualifications:

Skills:

- Proven leadership and management experience, including line management of managers or senior staff.
- Ability to provide strategic oversight while supporting effective day-to-day operational delivery.
- Strong decision-making, problem-solving, and performance management skills.
- Experience delivering or overseeing high-quality information and advice services.
- Excellent communication skills and ability to build effective partnerships with statutory and voluntary sector organisations.
- Strong organisational, administrative, and IT skills, including use of databases and reporting systems.
- Ability to work with empathy, discretion, and professionalism, maintaining confidentiality.

Qualifications:

Essential

- Good standard of education.
- Relevant management or leadership qualification (e.g. ILM, NVQ Level 3/5, or equivalent), or equivalent experience.
- Evidence of ongoing professional development and willingness to undertake further training.

Desirable

- Qualification or training in information and advice, health and social care, or community services.
- Training in safeguarding, equality and diversity, or data protection.

Special Conditions:

- An enhanced DBS check will be undertaken for this role
- This is a description of the job as it is at present
- It does not form part of the contract of employment
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder

Age Connects / Jubilee Citizens UK are committed to Safeguarding:

Promoting good practice and prevention of harm and abuse

To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Knowledge, Skills and Abilities:		
1. Detailed knowledge of issues affecting carers and their needs	x	
2. Knowledge of health, social care, and community services relevant to carers	x	
3. Understanding of welfare benefits and support services for carers	x	
4. Knowledge of other organisations that provide information and advice to carers		x
5. Knowledge of the services offered by Age Connects	x	
6. Excellent listening, communication, and interpersonal skills with people at all levels	x	
7. Ability to deal with people in distress or showing signs of frustration or anger	x	
8. Ability to manage challenging situations or individuals effectively	x	
9. Strong organisational, analytical, and problem-solving skills		
10. Good IT skills, including use of databases, reporting systems, Microsoft Office, and online tools	x	
11. Knowledge of safeguarding, equality, diversity, and data protection issues	x	
12. Ability to provide strategic oversight while supporting operational delivery across multiple services	x	
13. Ability to lead, motivate, and develop teams and staff		

	X	
Experience: 14. Significant experience in a senior management or leadership role 15. Experience of line management or supervision of managers or senior staff 16. Experience of strategic planning, service development, and performance management 17. Experience of delivering or overseeing high-quality information and advice services 18. Experience of partnership working with statutory, voluntary, and community organisations 19. Experience handling complex operational, staffing, or performance issues 20. Experience of working with volunteers and supporting staff development 21. Experience of report writing, monitoring KPIs, and ensuring contractual compliance 22. Experience maintaining confidential records and understanding confidentiality requirements 23. Experience of outreach, engagement, or community-based work	X X	
Education and Qualifications: 24. Good overall standard of education 25. Relevant management or leadership qualification (e.g., ILM, NVQ Level 3/5) or equivalent experience 26. Evidence of ongoing professional development and commitment to further training 27. Qualification or training in health, social care, information and advice provision, or community services (desirable) 28. Training in safeguarding, equality and diversity, or data protection (desirable)	X X X 	X X
Personal Characteristics: 29. Empathetic, non-judgemental, and values-driven approach 30. Ability to work collaboratively with colleagues, partner organisations, and the wider community 31. Flexible, adaptable, and resilient in a changing environment 32. Commitment to equality, diversity, and inclusion 33. Strong commitment to the mission, values, and vision of Age Connects 34. Ability to maintain professionalism and confidentiality at all times 35. Ability to inspire and motivate teams, volunteers, and staff	X X X X X X X X	