MTVH ROLE PROFILE

Date: 08/10/2026

Role Title (External)	**Service Manager – Women's Complex Needs Service**	Directorate	**Customer Service**	Location	**London**
Reports To	**Operations Manager**	Function / Team	**MTVH Support**	Geographical Spread	**London**
Direct Reports	**7**	Budget Sign-Off Approval Level	**Contributes to departmental, team or individual budget**	Suitable for Agile Working Options	**Yes ☐ No ☒**
DBS Check Required	**Yes ☒ No ☐** **If yes for DBS check, which level is needed? Enhanced**			Driving Licence Insurance check required	**Yes ☒ No ☐** **Yes ☒ No ☐**

This role involves regular, and at times unsupervised, contact with adults receiving housing-related support. To meet our commitment to safe, high-quality services, we will carry out an Enhanced check with the Disclosure and Barring Service once an offer of employment is made, and a new check every three years

Overall Responsibility

Managing and leading designated services across a geographical area, ensuring the delivery of high quality, trauma-informed, strengths-based supported housing service for women with multiple and complex needs. This will include effective and measurable compliance with contractual, regulatory and business requirements, while delivering excellent, personalised, value for money services to customers.

Effectively manage staff, service budgets and other resource management to ensure commercial viability and strengthen MTVH's market position.
To ensure customer engagement in shaping service delivery.

Key Responsibilities and Outcomes

Providing direction

- Support the development and delivery of a women's complex mental health service , raising the profile of MTVH support services and the MTVH offer to customers.
- Develop, deliver and report on team plans for designated service areas to evidence high-quality service delivery.

- Ensure the MTVH vision and culture are embedded within core areas of responsibility and promoted to enhance MTVH's reputation in the market place.
- Lead, develop and manage the performance of the team so that it functions as a cohesive, high performing team, which achieves targets, standards, continuous improvement in service performance and that audit recommendations are implemented.
- Ensure customer and staff engagement in the development and implementation of business processes to ensure they meet changing requirements.
- Lead by example to ensure that services provided adhere to business standards associated with core business disciplines.
- Embed trauma-informed, psychologically informed and strengths-based approaches throughout service delivery.

Working with People

- Ensure customers are involved in shaping the support services they receive to maximise their wellbeing and ensure that their individual requirements are met.
- Ensure excellent communication across teams within MTVH that supports quality service delivery and shares good practice.
- Ensure excellent external liaison with stakeholders that promotes MTVH's reputation and delivers on service targets.
- Recruit, induct, develop and manage the performance of staff to ensure cohesive, high performing teams, which achieve performance targets and consistently high service standards. Including assessment of learning programmes where required.
- Promote and embed a coaching approach that encourages innovation, creativity and problem solving that maximises customer satisfaction.

Using resources

- Set and manage service income and expenditure budgets effectively, to meet contract and business requirements, ensure viability and maintain excellent standards of service delivery.
- Identify and evaluate risks and contingencies required for designated services and develop plans to ensure business efficiency and continuity.
- Ensure resources and central services (e.g. people, IT, offices) are utilised efficiently.

Achieving results

- Monitor, manage and report on performance and risk, taking appropriate action to ensure compliance with quality standards, business targets, contractual and regulatory frameworks.
- Ensure the staff team meets the quality, financial and performance targets of the designated services in delivering excellence to customers.
- Achieve consistently high customer satisfaction levels by using and sharing learning from customer feedback.
- Ensure customer engagement through volunteering/apprentice opportunities and customer feedback.

Managing self and personal skills

- Perform other duties as may be reasonably required by your line manager.
- Manage your own continual professional development utilising available learning resources and opportunities and own personal networks.

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- Agree to conduct yourself in line with the general standards of conduct and behaviour as detailed in MTVH's Code of Conduct which include awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and customers.
- Demonstrate flexibility regarding working patterns.
- To work on a rota basis including unsocial hours, weekends and public holidays providing sleep-ins and on-calls where appropriate.
- To be available to cover other MTVH Support services in the absence of a Service Manager.

Personal Competencies	Skills / Experience / Knowledge
• A competent people and task manager, with the ability to inspire and lead the team to achieve the very best through a strong performance management culture • Must have or be willing to work towards a qualification as determined by the contract or other legal requirement. • An excellent communicator to your customer audience, presenting support issues in a user-friendly manner. • A strong commitment to customer service and overall service excellence. • Ability to use own initiative to ensure a reliable service delivery that meets agreed deadlines. • Ability to prioritise workload and manage time effectively. • Ability to take part in an out of hours, on-call rota.	• Experience of managing supported housing, homelessness, housing-related support or complex needs services. • Sound knowledge of the needs and issues facing adults with complex and multiple needs, including homelessness, offending behaviour, trauma, substance misuse, mental health needs, social exclusion and sexual exploitation. • Knowledge and understanding of relevant legislation including Safeguarding Adults at Risk, and the Health and Safety of customers and staff. • Working knowledge of welfare benefits system. • Demonstrable experience of working with vulnerable people with complex needs • Knowledge and understanding of trauma informed, strengths- based and psychologically informed approaches • Experience of producing Support Plans and Risk Assessments. • Experience of liaising with a wide range of organisations. • Ability to produce correspondence and keep accurate records (both paper and electronic). • Basic IT Literacy.

General Responsibilities

- To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.

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- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate and Own. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about "other requirements" can be found in the Guidelines for Completing Roles Profiles document.