



**Job Description & Person Specification**  
**Strategic Service Lead**

Job Description	
Job Title:	Strategic Service Lead
Pay Grade / Scale / Range:	£61,099 - £65,504 36.66 hours per week
Benefits & Perks:	Local Government Pension Scheme, occupational sick pay, TOIL scheme, Westfield Heath
Working hours:	Ability to work the hours needed to meet all the demands of the job, which may include some evening and the occasional weekend working.
Location:	New Bridge Horizons
Special circumstances:	N/A
Staff responsible to:	New Bridge Horizons Directors
Staff responsible for:	New Bridge Horizons Staff
Accountable to:	New Bridge Horizons Directors
Probationary period:	26 weeks (may be extended in line with the organisations probationary procedure)

**Our organisation is committed to safeguarding and promoting the welfare of service users and vulnerable adults and expects all staff and post holders to share this commitment. An enhanced disclosure will be required for this post.**

### Overall Purpose of the Job

To lead the strategic development, commissioning, and quality assurance of day provision services for young adults with a range of disabilities, aged 19 and above. This role ensures effective delivery of inclusive, high-quality, person-centred services that support independence, transition planning, and improved life outcomes. The post holder will work closely with internal teams, local authorities, health partners, and families to ensure provision is sustainable, innovative, and responsive to the needs of young adults.

### Key Responsibilities

- Provide strategic leadership and direction for the day provision for service users aged 19 and above.
- To be at the forefront of service change, to develop strategy, implement legislation and follow appropriate government guidance.
- To develop and manage relevant services in support of vulnerable people and their carers within the context of their life circumstances with both internal services and external organisations.
- Lead service development and transformation projects in line with best practice, user needs, and regulatory requirements.
- To ensure effective adult safeguarding procedures are in place.
- Work collaboratively with external partners e.g. local authorities, Integrated Care Boards (ICBs), Social Work England, CQC and partner organisations to influence commissioning decisions and ensure the organisation is sighted on the national agenda and responds accordingly.
- Oversee compliance with statutory frameworks.
- Lead on budget planning, monitoring, and effective use of resources across multiple provisions.
- Ensure service user and family voice, co-production, and outcomes-based planning are central to all service improvements.
- Develop and deliver strategic plans that support smooth transition beyond education to adult services.
- Monitor service performance using KPIs, audits, and impact assessments, and accountability frameworks and report to New Bridge Horizons board of directors.
- Ensure robust systems are in place to maintain and produce accurate and timely data required for statutory compliance, monitoring against performance standards and evaluation of service delivery.
- Contribute to New Bridge Group risk management processes and ensure all group processes and procedures are implemented in all service areas of New Bridge Horizons.
- Manage and develop senior leaders and operational managers within the service.
- Ensure strong effective leadership of relevant teams.
- Champion innovation, inclusion, and continuous quality improvement across the service portfolio.
- Representing New Bridge Horizons at internal, external meetings and partnerships

## Other Duties

- Advise the New Bridge Horizons Directors on appropriate strategies and policies required to deliver the New Bridge Group's vision and values.

This job description is not intended to be all- inclusive, and the job holder may perform other related duties as directed by the management to meet the needs of the organisation.

**For purposes of shortlisting, applicants must provide evidence against the emboldened criteria below.**

## Person Specification

### Selection Criteria

### Assessed By

#### Education, Qualifications & Training

- **Degree in Social Work, Health & Social Care, or related field**
- **Management qualification (e.g. ILM Level 5 or above)**
- **Evidence of ongoing CP**
- **Registered Manager Status - Desirable**

Application Form  
Interview & Selection

#### Experience

- **Substantial experience in a leadership role within adult social care or transitional services across multi-site operations**
- **Proven experience of strategic planning and service development**
- **Experience of managing and developing staff teams**
- **Experience of financial planning, forecasting and managing budgets**
- **Experience working with vulnerable young adults or those with SEND**
- **Experience of reviewing and implementing effective safeguarding procedures for vulnerable adults**
- **Experience of transition from children to adult provision**
- Ability to interpret and apply national policy to local service delivery
- Excellent leadership, partnership working, and problem-solving skills
- Experience leading commissioning or procurement processes - desirable
- **Experience working with local government or statutory partner**
- **Experience of working with regulatory bodies such as CQC or Ofsted**

#### Knowledge

- Knowledge of co-production and strengths-based approaches
- In-depth knowledge of relevant legislation (e.g. Care Act 2014, MCA, Safeguarding Adults)

#### Skills & Abilities

- Able to think strategically to lead change
- Highly organised, resilient, and results-oriented
- Committed to equality, inclusion, and empowerment
- Excellent interpersonal and influencing skills
- Collaborative and visionary leadership style
- Reflective and committed to service innovation

#### Other Requirements

- Enhanced DBS clearance
- Full UK driving licence and willingness to travel
- Right to work in the UK
- Flexibility to work outside of standard hours when necessary

**Any candidate with a disability who meets the essential criteria will be invited to interview.**

