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**Head Office** Oakleaf Enterprise, 101 walnut Tree Close, Guildford, Surrey GU1 4UQ

**Accountability** Chief Executive

**Job Purpose** This is an interesting and stimulating opportunity to play a crucial role leading our client services team. The post holder will be responsible for overseeing all client facing activities, using their skills and experience to guide and support those delivering front line services. The creation and maintenance of an atmosphere of acceptance, empathy and empowerment are crucial. Thereby, improving the lives of all we work with.

The Client Services department encompasses our Employment Project, Counselling Service, a wide range of Wellbeing Activities, Bridge the Gap and a Safe Haven facility.

**Main duties & responsibilities**

1. Oversee all client facing activities ensuring KPI's are met, and staff, volunteers and clients are actively supported.
2. Recruit and line manage Client Services department inc. Paths to Success, Bridge the Gap and Safe Haven teams, and ensure staffing level meets funding requirements and client need.
3. Ensure all staff, volunteers and activity leaders have the appropriate DBS checks and training to safely support our clients.
4. Develop, motivate, and support client facing teams alongside researching appropriate training. Including being hands on and supporting with key components of the role such as client reviews and engagement when demand requires.
5. Work closely with statutory providers and VCSE organisations to ensure service delivery and cohesive management of staff.
6. Assist with negotiations at all levels from venue hire to major funders in the development and provision of client facing activities.
7. Provide ad-hoc, on call, operational and clinical support to staff working out of hours.



8. Ensure reporting is completed on time and accurately to the Chief Executive, key funders and Statutory partners.
9. Maintain an awareness and in-depth working knowledge of challenges faced by Oakleaf clients'. Maintaining good working relationships clients and volunteers, ensuring Oakleaf services are in response to their needs.
10. Work closely with fundraising team to develop new services and regularly review and report on existing projects.
11. Maintain an awareness of project end dates and work with the senior management team to create a realistic, achievable and sustainable plans.
12. Ensure the client database is kept up to date and is regularly reviewed and adapted in line with different projects.
13. Work within the senior management team and play a strategic part in ensuring organisation wide decisions are in Clients best interests.
14. Work with accounts to ensure budgets are recorded accurately, all invoices are accurate and assigned to the correct funding stream.

#### Other

1. Attend fundraising & charity events as required.
2. Ensure the organisations confidentiality procedures are adhered to.
3. Ensure maintenance of a safe & efficient working environment in accordance with current Health & Safety legislation including the Health & Safety at Work Act 1974, COSHH Regulations, Environmental Health & other Directives
4. Perform any other reasonable duties as may be requested by the CEO.

This job description is an indicator of general areas of responsibility & will be amended in accordance with the changing needs of the organisation & in consultation with the post holder.

**Terms & Conditions**      **Hours:** 36 hours per week    **Annual leave:** 32 days– pro rata, inc. public holidays.    **Notice Required:** Three months.