



Lesbian, gay, bisexual and trans+ people in the South West

Registered charity 1171878

## Services Manager

**Hours:** 35 per week (full time)

**Starting Salary:** £34,060 + 5% pension contribution per annum

**Based in:** Exeter

**Start Date:** August 2026

**Holiday:** 28 days inclusive of bank holidays per annum (rising 1 day per year for long service up to 5 years)

### Role Overview

Reporting to the Chief Executive Officer (CEO), the Services Manager will have wide ranging responsibilities across the organisation. The Services Manager will be responsible for the leadership, coordination, and development of multiple support services within Intercom Trust, ensuring they are safe, high-quality, and responsive to the needs of LGBT+ communities.

The role combines operational service management with team leadership, partnership working, and compliance responsibilities. The postholder will maintain a strong understanding of frontline delivery, while ensuring services are effective, sustainable, and aligned with organisational priorities.

### Key Responsibilities

#### Service Leadership & Delivery

- Oversee the day-to-day delivery of multiple services, ensuring they are accessible, trauma-informed, and person-centred.
- Provide professional LGBTQ+ community helpline, support, and advocacy services within Devon and elsewhere in the South West as required on an occasional basis.
- Ensure services meet agreed targets, outcomes, and contractual requirements.
- Use data, feedback, and insight to monitor performance and drive continuous improvement.
- Support the development of new services and improvements to existing provision.

## **Practice Leadership & Quality Assurance**

- Maintain oversight of casework quality, risk management, and safeguarding practices.
- Support staff with complex cases and safeguarding concerns, being the deputy designated safeguarding lead, providing guidance and escalation where needed.
- Lead the development and embedding of best practice, policies, and protocols, working in partnership with the CEO.
- Ensure consistent, high-quality casework, safeguarding, and risk management approaches.
- Contribute to the ongoing review and development of policies, procedures, and service models.

## **Team Management & Development**

- Contribute to workforce planning and organisational structure development.
- Oversee induction, probation, line management and performance management processes.
- Lead recruitment processes for services, working in partnership with senior leadership.
- Support and implement HR processes, including wellbeing, absence and HR matters in line with organisational policy.

## **Partnerships & External Representation**

- Develop and maintain effective relationships with partner organisations, commissioners, and stakeholders.
- Represent the organisation in multi-agency meetings, forums, and networks.
- Support joined-up working and referral pathways across services.

## **Funding, Contracts & Reporting**

- Contribute to funding applications and tenders, providing service insight, data, and narrative.
- Ensure accurate and timely reporting to funders and senior leadership.
- Support contract management and ensure services meet funding requirements.

## **Compliance, Safeguarding & Governance**

- Ensure services operate in line with organisational policies, safeguarding frameworks, and legal requirements.
- Support compliance with data protection, confidentiality, and information governance.
- Contribute to audits, risk management processes, and quality assurance systems.

## **Operational Contribution**

- Contribute to organisational planning and service development, working closely with the CEO.
- Play a key role in identifying opportunities for service growth, improvement and sustainability, and provide operational insight to inform strategic decision-making.
- Support budget monitoring for services.
- Promote a culture of continuous improvement, inclusion, and accountability.

## **Person Specifications**

The successful candidate will be able to demonstrate knowledge and an inclusive understanding of the life-issues that can affect LGBTQ+ people in Devon & Cornwall, and will have:

- Significant experience of managing or coordinating support services within the voluntary, community, health, social care, or related sectors.
- Experience of line managing and developing staff, including performance management and wellbeing support.
- Strong understanding of safeguarding, risk management, confidentiality, and quality assurance within support services.
- Experience of overseeing casework or client support services and maintaining high standards of practice.
- Excellent leadership, communication, and relationship-building skills.
- Strong organisational skills, with the ability to manage multiple priorities and meet deadlines.
- Competent IT skills, including Microsoft Office and service monitoring systems.
- Ability to work collaboratively with funders, commissioners, partner organisations, and other stakeholders.
- A flexible, inclusive, and solution-focused approach to work.

- A personal passion for LGBT+ equality and well-being, supported by a professional approach and excellent interpersonal skills.
- Access to a vehicle and ability to travel across the region as required.

**Desirable**

- Experience of contributing to funding applications, contract management, or commissioned services.
- Experience of managing safeguarding processes as a Designated or Deputy Safeguarding Lead.
- Experience of service development, organisational change, or budget monitoring.
- Knowledge of LGBT+ communities and support services in the South West.