



Service Manager

Job Description and Person Specification

Role: Service Manager

Reporting To: CEO

Direct Reports: 3-4 members of our Information and Advice and Speaking Up Teams (including 2 Supervisors)

Hours: 21 hours per week (flexibility around working pattern but must be available to work on a Monday)

Salary: £38,934 - £51,912

Location: Hybrid

Start Date: 28 October 2026 or as soon as possible thereafter

Contract Type: Fixed term until 30 September 2028, with potential of extension dependent upon funding

This post is subject to a satisfactory Enhanced DBS (Disclosure and Barring Service) check.

About the Role

This role sits within our Senior Leadership Team (SLT) and is central to the smooth running and growth of our organisation. This role brings HR expertise to the team and project manages our Information and Advice and Speaking Up (casework) Services. This role will involve working closely with the Advice Quality Manager around quality assurance and Advice and Speaking Up Supervisors to develop casework services.

Key Tasks and Responsibilities

1. To lead on HR for casework services – navigating the intersection of service quality, employment legislation, and employee support. This includes but is not limited to translating employment law into ways of working, managing conflict, recruitment and onboarding, performance management, sickness and absence management, and risk mitigation.
2. To support our work 'Building Disabled Leaders' by: developing Supervisors and coaching them through personalised development plans to build skills, knowledge and confidence for future roles and/or increased responsibilities; supporting the development of

caseworkers, resulting in an engaged, passionate, supported and high-performing team.

3. To lead on project management and delegate tasks accordingly to Supervisors. This includes but is not limited to budget management, service development, funding evaluations, and stakeholder management.
4. To lead on monitoring, evaluating and demonstrating the impact of casework services.
5. To work with the Advice Quality Manager to maintain the Advice Quality Standard.
6. To take on the role of Deputy Safeguarding Lead.
7. To research and remain informed of new legislation or policy changes that impact casework and develop services accordingly.
8. To identify trends within casework and collaborate with the Policy and Campaigns Team to push for systems change.
9. To promote casework services externally and develop collaborative working relationships within Merton and with funders.
10. To work within the Social Model of Disability and ensure that it is understood by our members, service users, staff, local authority, and partners.
11. To carry out the duties of the post in line with our Equality, Diversity, Inclusion and Equity Policy, and adhere to all Merton CIL's policies and guidelines, including our values.
12. To attend out-of-hours and weekend events from time to time, as is reasonably required.

This job description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the job description may need to be reviewed in the light of any such changes which may occur.

Person Specification

1. A Disabled person – You can read more about what a Disabled person means to us [here](#).
2. A deep understanding, knowledge of and commitment to the Social Model of Disability, intersectionality, the disability justice movement, equality, diversity, inclusion and equity, and human rights, and the implications of these for management and organisational development.
3. Extensive experience of managing complex HR issues, managing staff, managing sickness, managing performance, managing change, and a working understanding of employment law.

4. Experience of service management within a DDPO or regulatory environment and/or managing complex projects or operations.
5. Experience of navigating safeguarding procedures.
6. Experience of developing and managing budgets.
7. Strong IT skills and experience using Microsoft 365 and content management systems/databases.
8. Excellent written and oral communication skills, including the ability to explain and summarise complex information in simple terms and manage conflict.
9. Knowledge and/or experience of working within or implementing quality assurance systems.
10. Knowledge of GDPR and the ability to handle with discretion confidential or sensitive information.

How to Apply

Please provide a document (written or visual), voice note, video, BSL video or piece of art, telling us:

1. Why you want the Service Manager role.
2. What skills, knowledge and experience you possess that makes you a good fit for the Service Manager role.

Email your application along with your CV and completed Monitoring Form to info@mertoncil.org.uk

Your monitoring form will be anonymised and held separately to your application.

Other Information

Merton CIL is committed to equity and inclusion and reflecting the diverse communities we serve. We particularly welcome applications from individuals from marginalised communities.

Please also email info@mertoncil.org.uk if you:

- Have any questions or would like an informal discussion about the role.
- Need support to apply, adjustments, or any of the materials in a different format.

Please read our [Privacy Notice](#) for more information on how we process and how long we hold your personal information.

We do not use AI within our recruitment processes.

Interviews

Interviews are planned to take place on 1, 7 or 8 October 2026.

You will meet with the CEO, Policy and Campaigns Manager, and Advice Quality Manager.

We will provide the questions before the interview but may ask you other questions on the day.

If you are successful at interview, you may be asked to meet briefly with our Chair and CEO for a follow-up conversation.

We expect to share decisions within two weeks of interview.

Deadline for applications: 5pm on 7 September 2026