

Job Title: Service Implementation Manager

Reports To: Business Development Director

Job Purpose

The Service Implementation Manager plays a vital role in ensuring the smooth and effective mobilisation of new services across Affinity Trust. This includes leading on the planning and implementation of new service provisions and overseeing service transitions from other providers, with particular focus on managing staff transfers (TUPE), maintaining regulatory compliance, and ensuring quality of care.

Working collaboratively with Divisional Directors and key project leads across corporate functions, this role requires a strong operational background, exceptional project management capabilities, and a robust understanding of CQC and/or SCI standards. The postholder will build positive relationships with internal and external stakeholders including local authorities, families, and employees, and will lead on delivering person-centred outcomes in new and transitioning services.

Key Responsibilities

1. Project Planning & Implementation

- Lead the end-to-end project management of new service implementations and provider transitions.
- Develop and maintain detailed project plans, timelines, and risk registers for new service launches.
- Coordinate the safe transfer of services and staff under TUPE regulations, ensuring compliance and clear communication throughout.
- Support the integration of transferred services into Affinity Trust systems and culture, maintaining high-quality standards.

2. Stakeholder Engagement

- Build strong working relationships with commissioners, families, employee teams, and internal departments to ensure buy-in and shared understanding of goals and expectations.
- Represent Affinity Trust in key meetings with stakeholders during the mobilisation and implementation phase.
- Act as a key liaison to ensure clear communication and smooth handovers between parties.

3. Operational Quality & Compliance

- Ensure all new services meet or exceed regulatory and contractual standards (e.g., CQC).
- Embed a culture of person-centred practice and continuous improvement in transitioning services.
- Work closely with the Quality and Compliance teams to ensure alignment with internal governance and external regulatory frameworks.

4. Team and Resource Coordination

- Lead or contribute to teams delivering implementation projects, ensuring clarity of roles and responsibilities.
- Support the recruitment, induction, and onboarding of transferred or new employees as part of implementation plans.
- Monitor progress against deliverables and escalate risks or barriers to successful implementation as appropriate.

5. Travel and Flexibility

- Be willing and able to travel regularly across England with overnight stays where necessary.
- Adapt to the varying needs of different implementation projects and timelines, ensuring flexibility in working hours and approach.

Person specification

	Essential	Desirable
Values	<p>Demonstrates organisational values:</p> <ul style="list-style-type: none"> • People at the heart of everything we do <i>We listen, we learn, we build on strengths.</i> • We give our best. <i>What we do matters. Good days and bad, we take responsibility.</i> • We work together. <i>We are one team and value people's strengths and differences. We are open and trusting with each other.</i> • We have courage. <i>We try new things. We are creative and adaptive.</i> 	
Skills and abilities	<ul style="list-style-type: none"> • Strong communication and interpersonal skills (oral and written) in a range of different circumstances including presenting information to stakeholders at all levels • Confident presenter with the ability to deliver reports and updates to senior stakeholders • Excellent planning, organisation and project management skills • Ability to manage and motivate teams through change • Self-motivated with high levels of initiative and resilience • Ability to build and maintain relationships both internally and externally, ensuring alignment with organisational goals • Ability to balance operational delivery with organisational needs – ensure operational objectives are met without compromising organisational priorities or quality. • Analytical mindset – Ability to interpret complex data and make informed decisions based on insights and trends. • Risk management expertise – Proactively identifying and mitigating risks • Resilience and adaptability – Capable of remaining effective and positive under pressure and adapting to changing environments. • Experience of using project management software 	<p>Knowledge of SONA, Nourish, RADAR business systems</p>

	IT literate – Proficient in using various management systems and technologies.	
Qualifications	<ul style="list-style-type: none"> • A degree or relevant qualification for the role • Full driving license and own vehicle with regular travel for operational requirements and meetings 	<ul style="list-style-type: none"> • A degree or relevant professional qualification in social care or equivalent experience in the social care sector • Project Management Qualification e.g. Prince 2 Practitioner/APM/Managing Successful Programmes
Knowledge	<ul style="list-style-type: none"> • In-depth knowledge and understanding of Care Quality Commission (CQC) and Scottish Care Inspectorate (SCI) requirements and regulations • Understanding of high-quality support – Knowledge of what constitutes good support, including recognising high-performing teams and support services. 	<ul style="list-style-type: none"> • In-depth knowledge of TUPE processes and employment law implications in service transfers. •
Experience	<ul style="list-style-type: none"> • Proven track record of managing service transitions and new service implementations • Proven operational leadership – Significant experience leading large, multi-site teams across diverse regions or service areas. • Experience of working with Local Authority Commissioners and other key stakeholders in the social care sector. • Leading teams through change, especially during service handovers or new launches • Budget and resource management experience – Demonstrated ability to oversee budgets and allocate resources effectively. 	<p>Experience in learning disabilities and autism support</p> <p>Experience in supporting children and young people</p> <p>Experience in a national organisation with multiple implementation projects.</p>
Other	<ul style="list-style-type: none"> • Professional role model – committed to being an ambassador for the organisation and its values • Willingness to work flexibly – Ability to travel, attend meetings and work overnight when required • Committed to personal development - Dedicated to ongoing learning and improving professional capabilities. • Subject to an enhanced DBS check (or PVG in Scotland) 	