



**Job Title:** Halton Services Manager

**Responsible to:** CEO

**Hours of work:** 37 per week

**Salary:** £36,251.93 - £38,419.62, depending on experience (subject to April uplift)

**Staff Responsibilities:** 5 direct reports

**Location:** Halton Sensory Services, 126 Widnes Road, Widnes, WA8 6AX and home based.

For 150 years, Vision Support has stood side by side with people living with sight loss - supporting independence, wellbeing and reducing isolation across North Wales and Cheshire.

As we celebrate this milestone year, we are looking for an experienced and values-driven Services Manager to lead our services in Halton and help shape the next chapter of our work.

This is a leadership role rooted in community impact, partnership working and strong service delivery.

## **About the Role**

The Halton Services Manager is a key member of our Senior Leadership Team and is responsible for overseeing delivery of integrated sensory and wellbeing services in Halton.

You will directly manage:

- 1 Counselling & Wellbeing Lead
- 2 Rehabilitation Assistants
- 1 Community Engagement Coordinator
- 1 Administrator

This is a balanced role combining:

- Contract delivery
- Team leadership
- Community development
- Partnership building
- Service growth

## **Key Responsibilities**

### **Service Leadership & Oversight**

- Lead and manage the delivery of the sensory services contract, ensuring KPIs and outcomes are met
- Provide overall service oversight for counselling, rehabilitation and engagement provision
- Ensure services are safe, compliant and aligned with organisational priorities
- Identify opportunities for service improvement and development
- Contribute to organisational planning and risk management

### **People & Performance**

- Lead, inspire and support a multidisciplinary team
- Deliver regular supervision and appraisals
- Promote a positive, inclusive and high-performing team culture
- Lead on safeguarding within Halton services
- Support staff wellbeing and retention

### **Monitoring & Impact**

- Monitor and report performance to funders and stakeholders
- Capture outcome data and impact evidence

- Support funding applications through strong reporting
- Identify service gaps and improvement opportunities

### **Partnerships & Community Presence**

- Build strong referral pathways across health, social care and the voluntary sector
- Strengthen community networks and partnerships
- Raise awareness of Vision Support across Halton
- Support development of community activities and peer support opportunities

### **Premises & Operational Oversight**

- Ensure safe staffing levels and smooth daily operations
- Oversee premises management of Halton Sensory Services
- Identify and mitigate operational risk
- Participate in duty management rota
- Deputise for the CEO when required

### **Who we're looking for**

We're seeking a confident, steady and community-focused leader.

Essential:

- Demonstrable experience in the disability or sight loss sector

- Proven experience managing and motivating teams
- Strong safeguarding knowledge and accountability
- Experience monitoring performance and reporting outcomes
- Excellent communication and stakeholder engagement skills
- Ability to build trust quickly with professionals and service users alike
- A genuine commitment to inclusion, dignity and person-centred practice

Desirable:

- Experience working alongside counselling or wellbeing services
- Experience supporting funding bids
- Leadership qualification (or willingness to work towards)
- Safeguarding qualification (or willingness to work towards)

**Why join Vision Support?**

- Be part of a charity with 150 years of heritage and impact
- Join a supportive and collaborative Senior Leadership Team
- Lead a well-established, respected service in Halton
- Shape services that genuinely improve independence and wellbeing

- Work in an organisation rooted in values of empathy, integrity and inclusion

**General/Additional Information:**

- The post holder is expected to follow Vision Support's Policies and Procedures.
- It is not possible to cover all the potential responsibilities in the job description therefore there is an expectation that the post holder will cover tasks not specifically covered within their job description.
- Vision Support is committed to training and development. Awareness training (including listening skills, attitudes to visual impairment, causes of visual impairment, suitable equipment and sighted guiding techniques) will be given. Ongoing training, formal and informal will be part of the role.
- Applicants are advised that contact with guide dogs may be necessary within the workplace.
- This post is subject to a DBS check and satisfactory references.

Please note, we reserve the right to close this advert early should we find a suitable candidate.