

Sport 4 Life UK Job Description

Job Description	
Notes	1. This job description is non exhaustive 2. This job description excludes the 'Person Specification', which can be found in the relevant Job Pack (if required) 3. Job descriptions are 'living' documents
Job Title	Service Development Lead
Job Summary	<p>The Service Development Lead will play a key role in ensuring the smooth operation, quality assurance, and effectiveness of Sport 4 Life UK's Education & Skills and Mentoring services. They will focus on optimising processes, enhancing service quality, and driving the recruitment and progression of young people into education, training, and employment. Additionally, they will develop insights to support the achievement of organisational targets and continuous improvement</p>
Accountability Areas	<ol style="list-style-type: none"> 1. Performance and Quality Assurance 2. Service Development and Improvement 3. Stakeholder and Partnership Management
Duties & Responsibilities	1. Performance and Quality Assurance
	<ul style="list-style-type: none"> - Support the successful planning and implementation of all Education & Skills services and Mentoring services, ensuring timely and high-quality delivery. - Support the monitoring of service objectives and KPIs to drive efficiency and impact. - Plan, monitor, and analyse key performance metrics to support operational effectiveness. - Conduct quality assurance visits, spot checks, customer journey activities and audits in line with Sport 4 Life UK's M&E processes. - Report service performance insights to the Operations Manager, identifying areas for improvement and growth.
	2. Service Development and Improvement
	<ul style="list-style-type: none"> - Apply learning from young person feedback, data reports, and team meetings to enhance service planning and delivery. - Identify opportunities for continuous improvement in service and curriculum design to maximise efficiency and impact. - Support the evolution of S4L's services to align with strategic goals and funding requirements.

	<ul style="list-style-type: none"> - Oversee and enhance recruitment processes for young people accessing services, ensuring maximum engagement and retention.
	3. Stakeholder and Partnership Management
	<ul style="list-style-type: none"> - Build and maintain key partnerships to facilitate the recruitment of young people and the delivery of services. - Ensure compliance with all monitoring and evaluation requirements set by funders and partners. - Drive cross-service and cross-experience referrals between Education & Skills and Mentoring services. - Build and strengthen partnerships with local employers, education providers, and referral organisations to create meaningful progression opportunities for young people into employment, training, and education
General Duties	<ol style="list-style-type: none"> 1. Uphold and reflect S4L's values 2. Analyse and reflect on personal performance 3. Work collaboratively with all stakeholders, colleagues and partners in the development of strategies 4. Lead on your specific area of work's tactical strategies 5. Complete basic administrative duties 6. Work with, support and assist the wider leadership team with any other duties, as required 7. Follow and promote the health, safety and welfare of yourself and others at work in line with S4L 8. Promote equal opportunities at all times in line with S4L's Equal Opportunities and Equality and Diversity policies
Additional	1. When visiting front-line sessions, actively encourage beneficiaries to engage with, and post, content on S4L's digital social channels
Scope of Authority	1. Accountable to the Operations Manager

Person Specification

Essential

- Experience in operational and service management within education, employability, or youth services.
- Strong understanding of quality assurance processes and continuous service improvement.
- Proven ability to build and maintain effective partnerships with stakeholders.
- Strong analytical skills with experience in monitoring service performance and impact.
- Excellent organisational and problem-solving skills.

- Ability to work independently and collaboratively within a team.

Desirable

- Experience working with mentoring or similar youth engagement programmes.
- Understanding of funding requirements and compliance processes.
- Knowledge of recruitment strategies for engaging young people in education, mentoring, and skills programmes.