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12 November 2024

Dear Applicant,

Thank you for your interest in the post of **London Sexual Health Services Manager**

In this pack you will find:

- Job Description
- Person Specification

On our website at metrocharity.org.uk/jobs you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our Equal Opportunities Policy Statement

Please note that **CVs will not be considered** as part of your application, we will be short-listing from fully filled out application forms only.

Your completed application form should be sent to arrive no later than 12 noon **5 December 2024** by email to recruitment@metrocharity.org.uk. Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. Please also complete the Equality and Diversity monitoring form which can be found on our website at the link above.

Interviews will take place in the **week beginning 16th December 2024**.

For further information regarding this post please contact **Fuchsia Watson on 020 8305 5000 or by email fuchsia.watson@metrocharity.org.uk**.

We look forward to hearing from you.

Best wishes

Tony Wong, CEO

METRO Woolwich
Equality Community Hub
1st Floor Equitable House
7 General Gordon Square
London
SE18 6FH

METRO New Cross
15 Amersham Vale
London
SE14 6LE

METRO Lambeth
78 Fitzalan Street
Lambeth
London
SE11 6QU

METRO GAD
The Forum at Greenwich
Trafalgar Road
London
SE10 9EQ

METRO Gillingham
Parkwood Health Centre
Long Catlis Road
Gillingham
Kent
ME8 9PR

METRO Hertfordshire
Stevenage Clinic
Southgate Health Centre
Stevenage
Hertfordshire
SG1 1HB

Job description

Key details

Job title	London Sexual Health Services Manager
Employment status	Full-time
Duration	Until 31 March 2028, with possibility of extension
Salary/Wage	£37,904 pa
Hours	35 hours a week, Monday – Friday with some occasional evening and weekend working
Line manager	Head of Sexual and Reproductive Health
Employer	METRO Charity (The Metro Centre Ltd)
Location	Main location of work is METRO Woolwich, with occasional working out of New Cross and Lambeth offices, as well as external stakeholder meetings.

Job outline

As the SRH Services Manager, you will lead METRO's London-based SRH services, overseeing a range of programs including sexual health clinics, outreach, and youth engagement.

Role

You will manage and oversee the daily operations of the Sexual Health Office (SHO), including staffing, results management, and helpline services. You will lead and develop a team of staff, providing supervision, training, and performance management.

You will also be responsible for overseeing the implementation and evaluation of sexual health programmes, including the NCSP (National Chlamydia Screening Programme) and C-card (condom) schemes. You will work closely with other colleagues in our communications team to facilitate this.

You will support engagement and reach targets for the NCSP and the C-Card programmes which we deliver across a number of London boroughs; towards this aim you will manage a small team of lead and frontline workers. This will also involve regular engagement with professional partners including commissioners, and can mean occasional support of frontline work (including facilitating outreach independently).

You will oversee the Young Greenwich sexual health team in the Royal Borough of Greenwich, supporting a range of outreach, youth hub engagement, 1:1 support, and training throughout the borough. You will ensure that you work closely with other managers at METRO who are delivering Young Greenwich work, as well as with our Young Greenwich partners at Oxleas NHS Foundation Trust and Charlton Athletic Community Trust.

You will also have oversight and responsibility for analysing performance against KPIs and writing high quality reports for external stakeholders, including our funders and commissioners.

Main tasks

1. Provide leadership and management of the sexual and reproductive health services outlined above, to deliver and develop quality inclusive services with tangible outcomes for service users whilst meeting agreed KPIs, as well working alongside commissioner to agree service KPIs
2. Manage the Sexual Health Office and associated programmes such as, but not exclusive to: local delivery of the NCSP Greenwich, young people outreach services.
3. Develop, implement and evaluate plans to increase the delivery of services and improve performance against agreed KPIs.
4. Build on existing strong relationships with our commissioners and partnerships, and forging new relationships strategically and sustainably. Overseeing several complex contracts and partnerships.
5. Provide ad-hoc, quarterly, and annual reports for each programme across the commissioned boroughs.
6. Line manage project staff and volunteers, which includes conducting regular supervision, personal development plans, appraisals, team meetings and lead

on staff recruitment within your team.

7. Be responsible and accountable for safe practice and safeguarding across your areas of work, working closely with METRO's designated Safeguarding Lead.
8. Work with METRO's internal communications team, as well as with the communications teams of commissioning bodies and key partners, to ensure our services are appropriately promoted and to co-design and build awareness of the METRO SRH brand and specific services.
9. Implement local and national policies and recommendations, e.g. from local needs assessment or local authority directives, National Service Frameworks, National Institute of Clinical Excellence, and other guidance/ legislation that may transpire. Keep track of changes to local legislation that may impact your service offer e.g. RSE legislation.
10. Manage the SHO phone line rota, identifying any gaps in the service and facilitating induction and refresher training for phone line staff.
11. Working alongside the Director of Finance on invoice and budget management of contracts and services (including but not limited to our pathology provider TDL), as well as managing stock for all relevant services.

Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training modules as indicated by your line manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by your manager. If these duties are extensive and of a higher job description scale, the terms

and conditions of the post may be varied in negotiation with your line manager.

Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
Degree in sexual/reproductive health, public health, health promotion, or related field, or 5+ years of equivalent experience.		E	AF
Minimum 2 years' experience in sexual health services, in primary care, health promotion, education, or youth services within charity or statutory settings.		E	AF & I
Minimum 2 years' experience managing, leading and motivating a diverse staff team.		E	AF & I
Knowledge of the national policy context and current issues for sexual health and reproductive service including those targeting young people.		D	AF & I
Knowledge of safeguarding, child protection, Fraser Guidelines and their application to services.		D	AF & I
Thorough understanding of issues facing diverse groups of young people.		E	AF & I
	Able to work unsupervised, both independently and as part of a multi- disciplinary team.	E	AF
	Excellent communication skills, presentation and negotiation skills with multi-agency colleagues, and proven experience of networking with professionals.	E	AF & I
	Able to analyse service data, work closely with databases, and produce clear and accurate reports.	E	AF & I

	Proven ability to work to tight deadlines, develop performance and action plans, and adhere to reporting schedules.	E	AF & I
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