**24 July 2025**

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](https://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 **23:59pm on Sunday 10th August 2025** 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.

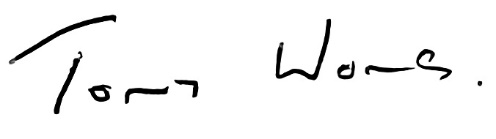
We reserve the right to begin shortlisting and interviewing candidates as applications are received and may close the vacancy early if a suitable candidate is identified.

Interviews will take place in the **week beginning Monday 18th August 2025**

For further information regarding this post please contact **Vicky Banda** on **020 8305 5000** or by email **vicky.banda@metrocharity.org.uk**.

We look forward to hearing from you.

Best wishes



Tony Wong, CEO

# Job description

## Key details

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| **Job title** |  | London Sexual Health Services Manager |
| **Employment status** |  | Full-time |
| **Duration** |  | Until 31 March 2027, with possibility of extension |
| **Salary/Wage** |  | £38,000 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 and New Cross office, as well as external stakeholder meetings. |
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## Job outline

As the London Sexual Health Services Manager, you will lead METRO’s London-based SRH services, overseeing a range of programmes including sexual health, outreach, and youth engagement.

Role

You will manage and oversee the daily operations of the Sexual Health Office (SHO), including staffing, results management, and phone 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 National Chlamydia Screening Programme (NCSP) and C-card (condom) schemes. You will work closely with other colleagues in our communications team to facilitate this.

You will be responsible for supporting engagement and reach targets across the National Chlamydia Screening Programme (NCSP) and C-Card scheme, delivered across multiple London boroughs. To achieve this, you will manage a small team of lead and frontline staff. Your role will include regular liaison with professional stakeholders, including commissioners, and may involve occasional direct delivery of outreach activities.

In addition, you will lead the Young Greenwich (YG) sexual health team within the Royal Borough of Greenwich (RBG), overseeing a range of activities including outreach, youth hub engagement, one-to-one support, and training. You will also have oversight of the Sexual Health Office (SHO) and the South West London (SWL) programme. Collaboration will be essential, as you will work closely with other METRO managers involved in Young Greenwich delivery, as well as with our delivery partners at Oxleas NHS Foundation Trust and Charlton Athletic Community Trust.

You will also be responsible for monitoring performance against KPIs, ensuring robust data analysis and producing high-quality reports for funders and commissioners.

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).

## 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 as working alongside commissioners to agree service KPIs

1. Manage the Sexual Health Office (SHO) and associated programmes such as, but not exclusive to the delivery of the NCSP and C-Card schemes in relevant boroughs, young people’s outreach services, results and information help line

1. Develop, implement and evaluate plans to increase the delivery of services and improve performance against agreed KPIs.

1. Build on existing strong relationships with our commissioners and partnerships and forge new relationships strategically and sustainably. Oversee several complex contracts and partnerships.

1. Provide ad-hoc, quarterly, and annual reports for each programme across the commissioned boroughs.

1. Line manage project staff, which includes conducting regular supervision, personal development plans, appraisals, team meetings and leading on staff recruitment within your team, in addition to covering outreach needs on an as needed basis.

1. Be responsible and accountable for safe practice and safeguarding across your areas of work for both staff and service users, working closely with METRO’s Designated Safeguarding Lead.

1. 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.

1. 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.

1. Manage and participate in the SHO Phone Line rota, identifying any gaps in the service and facilitating induction and refresher training for phone line staff.

1. Working alongside the Director of Finance on continuous invoice and budget management and monitoring of contracts and services (including but not limited to our pathology provider TDL), as well as managing stock for all relevant services.
2. Support relevant contracts in recommissioning efforts, including through analysing areas for service improvement and increased partner engagement.
3. Support the team members leading on data processing and reporting within Sexual Health services, with a particular focus on Point-of-Care Testing (POCT) data, ensuring accuracy, consistency, and timely submission of performance and pathology data monitoring reports.

## 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

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| 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. |  | Essential | Application |
| Minimum 2 years' experience in sexual health services, in primary care, health promotion, education, or youth services within charity or statutory settings. |  | Essential | Application & Interview |
| Minimum 2 years’ experience managing, leading and motivating a diverse staff team. |  | Essential | Application & Interview |
| Knowledge of the national policy context and current issues for sexual health and reproductive service including those targeting young people. |  | Desirable | Application & Interview |
| Knowledge of safeguarding, child protection, Fraser Guidelines and their application to services. |  | Desirable | Application & Interview |
| Thorough understanding of issues facing diverse groups of young people. |  | Essential | Application & Interview |
|  | Able to work unsupervised, both independently and as part of a multi- disciplinary team. | Essential | Application |
|  | Excellent communication skills, presentation and negotiation skills with multi-agency colleagues, and proven experience of networking with professionals. | Essential | Application & Interview |
|  | Able to analyse service data, work closely with databases, and produce clear and accurate reports. | Essential | Application & Interview |
|  | Proven ability to work to tight deadlines, develop performance and action plans, and adhere to reporting schedules. | Essential | Application & Interview |

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