

June 2019

Dear Applicant

**Services Manager**

Thank you for expressing an interest in the above post.

Please find attached:

• Information about Age UK Barnsley

• Job Description

• Person Specification

• Application Form

• Equal Opportunities Monitoring Form

This is a part time post and details of the working hours can be found in the job description. The post is offered initially for 1 year and will be reviewed by the board of trustees and the CEO.

Please note that we will not accept CVs for this post. In order to be considered for interview, please ensure that you address the points in the person specification when completing the attached application form.

The closing date for this post is **9am Friday 5th July**. If you do not receive notification of an interview within 5 days please assume that on this occasion your application has been unsuccessful.

If you have any enquiries about the post please contact Jane Holliday on the number below or email j.holliday@ageukbarnsley.org.uk

We look forward to receiving your completed application.

Yours sincerely

Tina Heaton

Deputy CEO

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Age UK Barnsley (previously Age Concern Barnsley) was set up in 1974 following an initiative from Age Concern England. We are an independent local charity, concerned with promoting the well-being of older people living in the Barnsley Metropolitan District. Age UK Barnsley is a member of the national network of local Age UKs.

The charity’s support and services for older people includes:

• Advice and Information

• Social Isolation Projects – North East Area, South Area & Penistone Area

• Health & Wellbeing Centre (Day Centre)

• Energise Barnsley (help switching energy provider)

• Men in Sheds project

• Age UK Barnsley Groups – Creativity, Allsorts & Lunch & More

• Learning and Leisure Classes

Our One Stop Shop in Barnsley town centre (31-33 Eldon Street) is the place to go to find out more about what is available for older people, browse a selection of our information booklets and get information about our services.

Our work depends on the contribution and commitment of a large number of volunteers - currently around 140. There is a wide and varied range of volunteer roles, which include working in one of our shops, being a good neighbour or helping with one of our social groups, becoming an adviser or information assistant or helping in the office. Enquiries about our wide range of volunteer roles are welcome.

##### More information about our work can be found on our website www.ageukbarnsley.org.uk

Follow us on Twitter @AgeUk\_Barnsley

Facebook

##### Registered Charity Number 1144123

**Age UK Barnsley**

**Job Description**

**Title:** Services Manager

**Hours:**  18 per week – over 3 days

**Salary:** £14,040 per annum plus 3% pension contribution

**Base**: AUKB Resource Centre, 36a Queens Road, Barnsley S71 1AR

**Responsible to:** Chief Executive Officer

**Role Purpose**

This is a senior management role; the successful candidate will be responsible for the

operational and strategic management and development of a range of Age UK Barnsley’s services and projects for older people, as agreed with the CEO, including specific staff, projects and budgets. Services that will be within the remit are the Information & Advice Service, Health and Wellbeing Centre, Social Groups, Social Inclusion Projects and Men in Sheds.

As part of its strategic plan Age UK Barnsley aims to expand and develop its services for older people in the borough of Barnsley, developing partnership opportunities with other organisations as appropriate.

**Main Duties and Responsibilities**

1. To lead and provide management and development of a range of AUKB’s services, including:
* Taking responsibility for ensuring that Age UK Barnsley’s services and projects for older people are person-centred, of a high quality standard and delivered in a manner that promotes dignity, safety and respect.
* Ensuring the recruitment, induction, support, supervision, appraisal, training and development of staff, dealing with performance, disciplinary and grievance matters where appropriate;
* Maximising the performance of all services and projects via planning and monitoring;
* Ensuring that all projects meet agreed quality standards, striving for best practice, and implementing effective monitoring and evaluation systems;
* Developing and implementing systems for measuring the outcomes and impact of services and projects;
* Taking responsibility for meeting the requirements of funders with regard to reports, monitoring, evaluation, attendance at meetings etcetera;
* Ensuring the needs and views of older people are fully taken into account with regard to existing and proposed services;
* Taking responsibility as safeguarding lead officer for AUKB, ensuring that all safeguarding matters are dealt with appropriately;
* Dealing with all complaints in accordance with procedures.
1. **Innovation, development & partnership**

To work with the Senior Management team to develop new and innovative services within

AUKB or in partnership with other organisations, including:

* Assisting with research and identifying funding opportunities, negotiating with potential funders, contributing to drafting of funding applications and proposals for existing and new work;
* Supporting the senior management team by attending and contributing to relevant meeting with stakeholders;
* Developing and maintaining relationships with other organisations and stakeholders that work with older people;
* Provide support within the Age Friendly Barnsley initiation in conjunction with BMBC.
1. **Strategic planning, promotion and marketing**

Deliver designated aspects of the organisation’s strategic plan thereby playing a major role in delivering the overall organisational strategy and annual plans;

* Ensure that annual action plans for each project/service are drawn up and delivered;
* Provide timely and regular reports on designated areas
* Work with the CEO and other colleagues to coordinate the promotion and marketing of projects and services via leaflets, talks, attendance at events, adverts, mailings, promotions etc.
1. **Responsibilities as a senior management team member**
* Be a fully participating member of the Senior Management Team and, in particular, contribute to the charity’s strategic and operational plans relevant to performance monitoring and service quality.
* To keep up to date with relevant changes in law and best practice and maintain continuing professional development.
* To write and present reports to the Board of Trustees/Personnel and Services Sub Committee as required
* To control budgets within the services brief and where relevant income generation targets to boost longer term sustainability
* To contribute to the planning of staff and team workshop/meetings, support membership meetings (e.g. AGM) and flagships events as required.
* To undertake any other duties within the competence of the post holder under the direction of the Chief Executive as may be required from time to time for the smooth running of AUKB.
* To carry out the duties of the post in accordance with all AUKB’s policies and procedures including: Equal Opportunities, Health & Safety, Confidentiality, Complaints, Data protection, Safeguarding Adults at Risk.

June 2019

**Person Specification**

**Education/qualifications**

|  |  |
| --- | --- |
| **Criteria** | **Essential/desirable** |
| Relevant professional qualification (e.g. Level 5 Diploma in Leadership for Health & Social care, Social Work, OT) or equivalent. | D |
| Excellent written and analytical skills | E |
| Willingness to undertake training and continuing development | E |

**Experience and knowledge**

|  |  |
| --- | --- |
| **Criteria** | **Essential/desirable** |
| At least three years’ experience at senior management level, preferably in a social or health care setting | E |
| Solid knowledge of services for older people and their carers’ and the issues affecting them | E |
| Proven track record of introducing new services or projects including service design and costing | E |
| Experience of involvement in preparing tenders and/or grant applications | E |
| Experience of developing activities as social enterprise initiatives or equivalent business model | D |
| Evidence of having succeeded in a results-orientated environment with emphasis on high quality, customer focused working | E |
| Track record of having worked to key performance indicators | E |
| Monitoring and reporting on standards of service and performance | E |
| Leading, motivating and working as part of a diverse team | E |
| Experience of working with or managing volunteers | D |
| Experience of undertaking service reviews and / or audits | E |

**Skills and attributes**

|  |  |
| --- | --- |
| **Criteria** | **Essential/desirable** |
| Relationship building and negotiation skills | E |
| Self-motivated strategic thinker with ability to creatively solve problems and develop solutions | E |
| Excellent communication skills including proven ability to prepare and deliver presentations and to work with a wide range of people to deliver results | E |
| Ability to persuade and influence others | E |
| Excellent operational management skills | E |
| Ability to produce and present performance management reports | E |
| Excellent written and verbal communication skills | E |
| Competent in use of IT, including standard suite of Microsoft office packages | E |

**Personal characteristics**

|  |  |
| --- | --- |
| **Criteria** | **Essential/desirable** |
| Credibility and a proven ability to build and sustain relationships at all levels | E |
| Understanding of and commitment to the aims and objectives of the charity | E |
| A commitment to equal opportunities and anti-discriminatory practice | E |
| Commitment to approaches that are person-centred and promote dignity, safety and respect | E |

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| --- | --- |
|  **APPLICATION FOR EMPLOYMENT** |  Form AP2H(A)  |

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| --- |
| PRIVATE & CONFIDENTIAL **Return this form to:** Age UK Barnsley36a Queens Road**Barnsley**South YorkshireS71 1ARAge UK image.JPG**POSITION APPLIED FOR \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Ref No: ………** |
| Title: | Schools Qualifications gained  |
| Surname: |
| Forename(s): |
| Address:Postcode:E-mail address: |
| Tel. Nos (please include code): (Home)(Work)(Mobile) |
| Current driving licence? Yes/NoGroups: Expiry Date:Details of any endorsements: | College/university Qualifications gained   |
| NI No. |
| Are there any restrictions on you taking up work in the UK? Yes/No(If yes please provide details) | Other relevant training |

## OTHER EMPLOYMENT

|  |
| --- |
| Please note any other employment you would continue with if you were to be successful in obtaining this position. |

# LEISURE

|  |
| --- |
| Please note here your leisure interests, sports and hobbies, or other pastimes, etc. |

**EMPLOYMENT HISTORY (Please complete in full using a separate sheet if necessary, starting with your most recent employment and give reasons for any gaps in employment)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name & Address of employer | Job Title & Duties | Dateof employment to/fromMth/Yr | Salary onleaving | Reason for leaving |
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**OTHER INFORMATION**

|  |
| --- |
| Please detail how your knowledge, skills and experiences meet the requirements of this role ( as summarised in the person specification). Please use a separate sheet if necessary. |

# REFERENCES

|  |
| --- |
| Please provide details of two referees who can provide information relating to your competency in a caring role, one of whom must be your present or most recent employer. If you are a student, please give an academic referee. If you are applying for a post which requires unsupervised access to children/vulnerable adults, we reserve the right to approach any past employer for a reference. |
| Name: | 2. | Name: |
| Position: |  | Position: |
| Organisation: |  | Organisation: |
| Address:Postcode: |  | Address:Postcode: |
| Tel No. |  | Tel No. |
| May we approach the above prior to interview? Yes/No |  | May we approach the above prior to interview? Yes/No |

**CAUTIONS, REHABILITATION AND CRIMINAL RECORDS**

|  |
| --- |
| Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974, by virtue of the Exceptions Order 1975 as amended by the Exceptions (Amendment) Order 1986, which means that convictions that are spent under the terms of the Rehabilitation of Offenders Act 1974 **must be disclosed**, and will be taken into account in deciding whether to make an appointment. Any information will be completely confidential and will be considered only in relation to this application.In addition you **may be** required to submit to a Disclosure Barring Service check. Any standard or enhanced disclosure made by the DBS/SCRO will remain strictly confidential. Have you ever been convicted in a Court of Law and/or cautioned in respect of any offence? YES/NO (delete as required)If YES, please give details |

**SPECIAL REQUIREMENTS (working with children/vulnerable adults)**

|  |
| --- |
| Because this position may involve working with children and/or vulnerable adults employment is dependent on the following:1. Your written consent for Age UK Barnsley to obtain a standard/enhanced disclosure certificate from the Disclosure & Barring Service or an approved umbrella body.
2. Such disclosure being acceptable to us.
3. Proof of identity – birth or marriage certificate (where appropriate) and passport (if available).
4. Two satisfactory written references.
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**DECLARATION (Please read carefully before signing this application)**

|  |
| --- |
| 1. I confirm that the above information is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment contract offered.
2. Should we require further information and wish to contact your doctor with a view to obtaining a medical report, the law requires us to inform you of our intention and obtain your permission prior to contacting your doctor. I agree that the organisation reserves the right to require me to undergo a medical examination. In addition, I agree that this information will be retained in my personnel file during employment and for up to six years thereafter and understand that information will be processed in accordance with the Data Protection Act.
3. I agree that my previous employers may be approached for references. I also agree that should I be successful in this application, Age UK Barnsley, if required, may apply to the Disclosure & Barring Service for a standard or enhanced (as appropriate) disclosure. I understand that should the disclosure or reference not be satisfactory, any offer of employment may be withdrawn or my employment terminated.

Signed: …………………………………………………………………………………………..Date: …………………………………………………………………………………………….. |

**AGE UK BARNSLEY**

**Equalities & Diversity Monitoring Questionnaire**

###### Confidential

Monitoring the diversity of our applicants and staff is an essential part of Age UK Barnsley’s commitment to Equalities and Diversity. Please complete this form and return it with your application form. It is entirely confidential and will not be made available to those involved in short listing or the selection process, or for any other purpose other than monitoring and statistical reporting.

**1. Date of birth: ………………………………………………………………**

**2. Gender: ………………………………………………………………**

**3. Ethnicity -** Please tick the most appropriate box below to describe your ethnic origin. (*This question helps us to identify the ethnic diversity of those applying for vacancies within the organisation. The classifications are those used in the 2001 census, and are recommended by the Commission for Racial Equality).*

**WHITE: MIXED:**

British White and Black Caribbean

Irish White and Black African

Other White White and Asian

 Other Mixed

**ASIAN OR ASIAN BRITISH BLACK OR BLACK BRITISH**

Indian Black Caribbean

Pakistani Black African

Bangladeshi Other Black

Other Asian

**CHINESE OR OTHER ETHNIC GROUP**

Chinese

Other Ethnic Group

**4. Do you consider yourself to have a disability?** *(Age UK Barnsley is committed to ensuring that people with disabilities are supported and encouraged to apply for*

*employment with Age UK Barnsley and to achieve progress in that employment. This question helps us to assess our success in achieving this aim).*

Yes No

If you wish to provide any additional details please do so below:

………………………………………………………………………………………………

………………………………………………………………………………………………

*NB. The Disability Discrimination Act 1995 defines a disability as:*

“a physical or mental impairment which has a substantial and long-term (lasting more than 12 months) adverse effect on your day to day living.

1. If you wish you may disclose information about yourself in this section:

Religion: …………………………………………………

Sexual Orientation: …………………………………….

1. **Is there anyone who relies on you for day to day care and attention?** *(This question is recommended by the Equal opportunities Commission and will help us to review our flexible working policies)*

**Yes No**

If **Yes**, are they:

a) Children: aged 0.-5 Date(s) of Birth: ………………………

* 1. Date(s) of Birth: …………………………………………..
	2. Date(s) of Birth: …………………………………………..

and/or

1. A family member / partner (please specify): …………………………

This information will be used solely by the HR Department for monitoring purposes and will be treated as confidential.

Thank you for your co-operation

Registered Charity Number 1144123