

Job Description

Job Title:	Community Services Manager
Salary:	£28,000-32,000 per annum (depending on experience)
Hours:	Full time – 35 hours
Days and Times:	Monday to Friday, 9am – 5pm (to include week-ends when required)
Responsible to:	Director of Services
Responsible for:	Age UK HHB's Befriending Services, Social groups, Good Neighbour Schemes and line management of volunteers and staff.
Main Location:	Townfield Road, Hayes, UB3 2EL. Travel to Harrow and Brent as required.
Status:	Permanent
Main Purpose of Job:	To enable older people in Hillingdon, Harrow and Brent including people from Black and Minority Ethnic Communities to maintain active, healthy lifestyles within their local communities through the development and provision of a range of high quality Social Wellbeing and Community Centre Services.

1.0 Service Development and Provision

- 1.1 Manage the day to day running and development of Social Wellbeing services to ensure that these services are delivered to a high standard; this includes the range of social and activity groups, Befriending and Good Neighbour services and community centre activities including a lunch club.
- 1.2 Manage and develop Townfield Community Centre activities, including weekly lunch clubs and bookings to ensure optimum usage and income.
- 1.3 Cascade organisational goals and objectives to staff and through them to volunteers, ensuring that all staff and volunteers are provided with up to date information resources relevant to their role.
- 1.4 Ensure appropriate staff and volunteer cover for each service and source external provision as appropriate.
- 1.5 Co-ordinate the production of publicity and promotional material for the services
- 1.6 Ensure feedback from service users is collated in accordance with approved systems operated by the organisation. Co-ordinate the outcomes and pass to the Director for use in influencing the future development of Social Wellbeing services.
- 1.7 Produce information and reports on performance of the Social Wellbeing service as required by the Director of Services.
- 1.8 Ensure all activities within the Social Wellbeing service meet and integrate with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care.

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2.0 Staff and Volunteer Management and Support

- 2.1 Line manage, develop and motivate staff and through them, as appropriate, volunteers, to fulfil their role requirements.
- 2.2 Recruit all new staff and volunteers within area of responsibility. Assess the training needs of all staff and ensure these training needs are met.
- 2.3 Undertake regular staff supervision and support and undertake staff appraisals at regular 12 month intervals.
- 2.4 Oversee the appointment, deployment, training and development of volunteers who work within the Social Wellbeing service, ensuring a once a year review meeting is carried out.
- 2.5 Ensure that all volunteers working with the Social wellbeing services are adequately supported on a day to day basis.
- 2.6 Establish and maintain effective lines of communication with both Social Wellbeing Service staff and volunteers including organising monthly staff meetings and ensure monthly volunteer support meetings take place.
- 2.7 Help to solve any performance or grievance issues in line with policies and procedures. Communicate staff and volunteer problems, suggestions and recommendations to the Director of Services.

3.0 Financial and Administration Management

- 3.1 Manage and control Social Wellbeing expenditure within agreed budgets.
- 3.2 Contribute to budget planning and preparation, identifying potential spend in the year.
- 3.3 Ensure staff and volunteer expenses are authorised in line with Age UK HHB policy and procedure.
- 3.4 Ensure that all payments and receipts are processed in line with Age UK HHB policy and procedure.
- 3.5 Ensure that all enquiries, responses and actions are recorded accurately to ensure the efficient running of the service.

4.0 Collaborative Working

- 4.1 Develop efficient referral networks and forge strong links with other voluntary, community and statutory organisations to publicise and build the image of the Social Wellbeing service.
- 4.2 Work closely with colleagues, external partners and commissioning/funding agencies to ensure that Age UK HHB delivers the services that are required and/or contracted and that all reports are submitted on time in accordance with Contracts or other conditions of funding.
- 4.3 Maintain a good relationship within the organisation, particularly with other Age UK HHB Managers.

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5.0 Premises

- 5.1 Ensure that all statutory responsibilities are met, including Fire and Health and Safety Regulations.
- 5.2 To highlight and resolve any Health & Safety issues in a timely manner.

6.0 General

- 6.1 Represent Age UK HHB on appropriate external committees, networks and other bodies, with other voluntary, statutory and private sector agencies.
- 6.2 To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
- 6.3 To attend staff meetings and away days, training and other events.
- 6.4 All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- 6.5 It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way, as required by Age UK HHB. Some meetings and other events may be held out of normal office hours and could involve travel away from the local area.
- 6.6 To work with Age UK HHB policies on Safeguarding, Equality & Diversity, Health & Safety and Confidentiality.

7.0 Standards

- 7.1 The post holder will be expected to adhere to all Age UK HHB's policies and procedures in all aspects of their work.
- 7.2 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.

Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent.

Person Specification

Education & Training	
Essential Criteria	Desirable Criteria
Educated to degree level or relevant professional management qualification	
Training relevant to the role.	

Experience	
Essential Criteria	Desirable Criteria
Successful delivery and development of Outreach and Centre Based Social Wellbeing Services for older people, in either the voluntary or statutory sector	Experience of managing a Community Centre
Recruitment, training, supervision and performance management of staff and volunteers	
Assessment and Implementation of Quality Standards	
Experience of monitoring, reporting and evaluating outputs and outcomes	
Experience of managing budgets	
User involvement in service delivery, ensuring equal opportunities and accessibility to all older people, including people from BAME communities	

Knowledge and Skills	
Essential Criteria	Desirable Criteria
Up to date knowledge of health and social care policies, legislation and regulation on services and issues affecting older people	
Excellent oral and written communication skills to communicate effectively with a range of audiences including clients and commissioners	
Excellent organisation, management and leadership skills with the ability to motivate and inspire a team	
IT literate with experience of using database and spreadsheets to analyse data and produce reports	Use of Microsoft Office, SharePoint; Charity Log
Excellent training skills with the ability to adapt to different audiences and complexity of information	

Person Specification

Personal Attributes	
Essential Criteria	Desirable Criteria
Full driving licence and access to a car	