

Job Description

Job Title:	Development Manager – Arun
Place of work:	Laburnum Centre, Lyon St, Bognor Regis PO21 1UX
Responsible to:	Director of Partnerships and Localities

Main purpose of job:

The purpose of this role is to lead, develop and manage the services, building(s) and people in this locality for the benefit of older people. Working in partnership with colleagues, key stakeholders, local organisations and communities, this will mean high quality, impactful services and activities.

Main Duties:

Develop the locality and partnerships

1. To develop and deliver the Development Plan for this locality with the Director of Partnerships and Localities.
2. To understand the locality – the people, their needs and wants, and the social and economical landscape – in order to develop new services and increase membership of existing offers for older people.
3. To network and build relationships with local people in this area, and work with key stakeholders such as commissioners and funders.
4. Manage service delivery to ensure that activities and performance is maximised, funder and organisational KPIs are met and the reputation of the organisation continues to grow. This includes collecting, recording quality local data and demonstrating impact, outcomes and outputs.
5. To understand the wider AUKWSBH offer and work as 'one team' with colleagues from other services such as catering, fitness, wellbeing, advice and other cross cutting services.

Older people at the heart of delivery

6. To work in partnership with the data and Insight team, conducting surveys, focus groups and create feedback opportunities of those using the services of the locality. To also gather insight of issues or interests affecting older people in order to deliver appropriate activities and services.

Building(s)

7. To manage the daily operation of the building or location of activities.
8. Maintain a safe and supportive environment for staff, volunteers, external users and visitors to the building.
9. To adhere to all legal compliance and AUKWSBH policies and procedures in managing of the building.

People management

10. To manage, supervise and motivate staff and volunteers - establishing a culture of open communication, support and teamwork.
11. To conduct regular supervisions.
12. Plan for and carry out workforce recruitment in partnership with the People department as and when required.
13. Ensure staff training is updated and skills are developed as needed or as required by law in line with the organisation's business needs.
14. Ensure that policies and procedures, especially Health and Safety, administering first aid/summoning the emergency services, evacuation and first aid are understood and observed by staff and volunteers.

Activities and services

15. To maintain and attract new members to activities and services.
16. Develop an appropriate activity programme for the centre and/or locality based on the needs and wants of the locality.
17. Review and report regularly on this activity to monitor attendance, quality, feedback and targets.
18. To maintain and monitor the financial records and budgets for the locality including building(s) and activities and update this on the central AUKWSBH finance database.

Finance and administration

19. Maintain accurate records of attendances and hirers for billing purposes.
20. Monitor financial performance against budgets – compile statistical data and prepare reports for stakeholders as required.
21. Manage petty cash in line with organisational financial procedures.

Governance

22. To adhere to all health and safety, and legal requirements in line with AUKWSBH policies and procedures including monitoring and taking appropriate, prompt action to ensure compliance.
23. To ensure effective compliance and leadership in relation to compliance with statutory and organisational safeguarding policies and procedures
24. To ensure data and admin processes are adhered to in line with AUKWSBH policies and legislation of the General Data Protection Act 2018.
25. To regularly and accurately update Charity Log and provide statistical and monitoring information as required.
26. To attend relevant and mandatory training as required.
27. Monitor hazards and risks and implement relevant organisation processes including but not restricted to: Health & Safety, HR, Information Governance and GDPR and reputational risk.
28. To help deliver the objectives as set out in the organisational strategic plan.
29. Be the organisational out of office emergency contact for on call staff as part of a rota.
30. To undertake any other duties appropriate within the role as may reasonably required by AUKWSBH.

Person specification for Development Manager

Essential	Desirable
An understanding of and interest in older people, their situations and the opportunities they may want and/or need.	Experience of working or volunteering with older people.
Proven community development skills.	
Proven ability to network well, to work in sound partnership and build excellent relationships both internally and externally	
Experience of project or programme management which will include excellent organisational and financial management- and the ability to collate and understand good data.	Experience of this in the third sector.
Proven ability of building management and knowledge of relevant health and safety regulations in relation to this.	
Experience of managing people and excellent communication, leadership and management skills including: <ul style="list-style-type: none"> - ability to manage and motivate people towards achieving defined outcomes - engaging and effective in driving progress - ability to effectively undertake presentations, facilitation and training. 	
A can-do, positive and professional attitude that can flex and adapt to change and challenges with the skills to manage conflict effectively.	
A commitment to equality across all aspects of this role.	
An excellent understanding of safeguarding and ability to follow policies and procedures in this and other areas, as set by AUKWSBH or law.	
Good IT and computer skills including good working knowledge of email, Excel and Microsoft Office.	
Full driving licence and use of a car.	
Ability to efficiently travel or work flexibly which	

includes travel to different AUKWSBH sites/services.	
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