

ROLE DESCRIPTION

ROLE	Senior Manager
SALARY	£34,000 per annum pro rata
HOURS	30 – 37.5 hours per week. (Negotiable)
CONTRACT	Ongoing
DUTY BASE	C2C Social Action’s sites in Northamptonshire and Milton Keynes, with some home working
TRAVEL	Essential car user – travel expenses will be paid in accordance with agreed contract of employment
SUPERVISION	Responsible to the Chief Executive Officer of C2C Social Action.

The Senior Manager will provide senior leadership and supervision to the 9 project managers, have oversight and ensure excellent delivery of our services and contracts, work very closely with other senior managers and the CEO.

C2C Social Action works across Northamptonshire and Milton Keynes delivering services to adults and young people in multiple projects. Our projects include 3 women’s centres, 3 men’s houses, men’s hub and specialist services supporting people involved in the criminal justice system. You will hold a key role of bringing all the projects together and ensuring that our mission statement and Christian ethos is fulfilled in all that we do.

Under the Equalities Act 2010 it is an occupational requirement for the post holder to be a committed Christian.

Mission Statement - ‘C2C Social Action supports, inspires and motivates people experiencing social disadvantage (such as history of offending, domestic abuse, drug and alcohol dependence or mental health issues) to move forward with their lives and to contribute positively to society’.

You will represent C2C Social Action at operational and strategic boards relating to our work and will build relationships with stakeholders in the criminal justice system, councils and local organisations, businesses and churches. You will play a key role in motivating and engaging the staff team (36 employees), volunteers (approximately 30) and beneficiaries (980 in the last year), along with seeking funding, reporting to funders and commissioners.

ESSENTIAL KEY TASKS:

- Ensure the organisation’s staff and volunteers are focused on achieving its mission and aims and holding firmly to its Christian values and roots.
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- Build effective working relationships with the project managers (team of 9) and the senior management team (team of 3).
- Ensure excellent reporting and recording is in place across the organisation and reporting back to funders and commissioners evidencing the impact of our work and securing ongoing funding.

ADDITIONAL TASKS:

- Supply regular reports to the CEO and trustee board and attend trustee and other meetings as required.
- Ensure excellent delivery and compliance of our projects and services and stepping in to fill management gaps as required.

- Working with the CEO and senior management team to ensure relationships are built with stake holders, especially local service managers, to advance the organisation's aims. Represent the organisation at external events.
- Monitor feedback and data including mechanisms for listening to the views of beneficiaries on the organisation's performance.
- Ensure all policies and procedure are implemented and updated as necessary as services develop/change. Ensuring all risk assessments are updated and implemented.
- To be involved in the recruitment, selection, management and mentoring of staff and volunteers and ensure that they are effectively trained, supported and supervised as per the organisations policies. Working closely with the management and senior management teams.
- Working with the CEO and senior management team to develop and maintain policies and procedures for C2C to ensure compliance with the law, contracts, regulations and best practice, and most importantly to ensure integrity and godliness in all that we do.
- Maintain awareness of risks and changes in the external environment that affect the organisation.
- To be one of the safeguarding leads for the organisation and point of contact for project safeguarding leads and be part of an on-call safeguarding rota.
- Ensure fire and health and safety measures are carried out across all sites.
- Ensure our projects are delivered in line with our high standards of GDPR compliance and confidentiality.
- Other tasks as required by the CEO or senior management team.

KEY FACTORS FOR SELECTION

Essential Skills

- Leadership skills: A prime role of the operations manager is to motivate the management team and have the personal drive and energy to achieve this
- Management skills: Proven people and project management experience and skills
- Advocacy skills: the ability to advocate on behalf of the staff, volunteers and beneficiaries to the CEO and trustees and need to be able to effectively promote its aims
- Excellent interpersonal skills: need to build relationships with a variety of people, from beneficiaries and staff members to senior corporate executives and opinion formers and deputising for the CEO as and when required
- Be innovative in your thinking and be able to implement positive change management, communicating frequently with the senior management team and CEO
- A quick learner: ability to learn new skills and be flexible in approach to the work along with the ability to listen effectively, identify needs and identify outcomes
- Attention to detail: ensuring all key contract requirements are being met and communicated to the relevant parties

Essential Criteria

- Strong commitment to Jesus and to living with integrity, regular Bible reading, prayer and Christian fellowship in a local church.
- Mentoring, training and management skills, and leading and motivating a team.
- Well-developed communication skills, written and oral.
- Ability to relate to a broad spectrum of individuals and demonstrate sensitivity and tolerance towards the beliefs and behaviour of others.
- Personal resilience and initiative with helping people who are sometimes demanding and chaotic.
- Knowledge of and commitment to the multi-agency approach to the rehabilitation of offenders.
- Ability to work with minimum supervision and demonstrate self-motivation and ability to prioritise and manage own workload.
- Excellent presentation skills with the ability to deliver presentations to groups, businesses, board meetings and partnership meetings, as and when required.
- Experience and skills in writing reports, policies & procedures.
- An awareness of equality and diversity issues commensurate with the role.

- Willingness to remain accountable to the senior management team and CEO, and to keep in close contact and receive prayer support.
- Commitment to high standards of confidentiality, data protection and information disclosure protocols.
- Flexibility in working arrangements including hours and location. Must have a driving licence and a vehicle to use for business purposes.
- Wisdom and experience in managing multiple projects.

Relevant Experience

- Experience in management or organisational leadership is essential.
- A feature of the job of senior manager is the need to work closely with the other senior managers and the CEO and also the board of trustees, so any experience of working with management teams, committees or boards is advantageous.
- Experience of working in the criminal justice system is helpful but not essential.

Condition of Employment

- Appointment and continuing employment will be subject to the granting and maintaining of a satisfactory Enhanced Disclosure Check and 2 suitable references.
- Staff members are required to ensure immediate notification to their line manager of any personal involvement in criminal justice services.

Qualifications

- Educated to degree level or an equivalent qualification or possess significant experience commensurate with the role.

Employee Benefits

- Pension scheme
- 28 days annual leave plus bank holidays
- Employee Assistance Programme
- Training and All Staff Development Days throughout the year
- Staff Wellbeing Sessions
- Charity Worker Discounts

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