

Service Manager (Edinburgh)

Candidate Pack

May 2022



Introduction

LGBT Health and Wellbeing (LGBT Healthy Living Centre) was set up in 2003 to promote the health, wellbeing and equality of lesbian, gay, bisexual and transgender (LGBT) adults in Scotland. We provide support, services and information to improve mental and emotional wellbeing, reduce social isolation and promote community inclusion.

LGBT Health’s strategic objectives, as outlined in our Strategic Plan, are to:

* Build capacity to achieve better health and wellbeing within the LGBT community
* Develop the ability of services to respond to the needs of LGBT individuals
* Build collaborative partnerships
* Build a positive, proactive organisation.



As well as providing support programmes for LGBT people, the organisation directly contributes its expertise on LGBT issues to a wide range of individuals and organisations.

Further details about LGBT Health and our current work can be found on our website: [www.lgbthealth.org.uk](http://www.lgbthealth.org.uk)

Recruitment Process

We welcome your interest in LGBT Health and Wellbeing and in the **Service Manager (Edinburgh)** post. The candidate pack outlines the role and skills we are looking for, as well as the selection process and timelines you can expect. In the first instance, we ask you to complete the application form.

Please note, the deadline for applications is (**9am) Tuesday 7th June 2022**. We aim to contact short-listed applicants by 5pm Friday 10th June, therefore please ensure that your application includes an email and phone number where you can be easily contacted.

We intend to split the interview process into **two parts**, and we will require you to be available for two meetings on the same day.

Firstly, you will have the chance to have a short, more informal meeting with our two other Service Managers (Glasgow and National Projects).

This will be followed by an interview with our Senior Management Team and Trustee representative.

These will take place on **Tuesday 28th June** at our Edinburgh Office at 4 Duncan Place, EH6 8HW.

Applications should be emailed to [louise@lgbthealth.org.uk](mailto:louise@lgbthealth.org.uk), however, please post your diversity monitoring form to us separately (as detailed on the application form).

Please note, we regret that applicants who are not short-listed for interview will not be contacted and we are unable to provide feedback if you are not shortlisted.

Role Profile

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| Role title | **Service Manager (Edinburgh)** |
| Responsible to | Head of Services |
| Responsible for | Managing staff who deliver Edinburgh based services (as outlined below) |
| Hours per week and location | **36 hours per week** (full time) to be worked flexibly  Office base will be Duncan Place Community Hub, 4 Duncan Place  We will consider a hybrid mix of working in the office and at home |
| Starting salary | £32,889 per annum |

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| Main Purpose of Role |
| This post represents a unique opportunity to play a key role in the ongoing development of a dynamic organisation which works to promote the health, wellbeing and equality of lesbian, gay, bisexual and transgender (LGBT) people in Scotland.  The organisation has an ambitious vision, a strong focus on addressing health inequalities, improving mental health and reducing social isolation. It has a community development ethos at its heart, and seeks to involve volunteers extensively in the delivery of its programmes.  The main purpose of the Service Manager (Edinburgh) role is to:   * Be responsible for all aspects of managing the day-to-day service delivery of the organisations Services delivered in Edinburgh * Ensure that robust delivery, monitoring and evaluation of services is maintained and to be the first point of contact with funders. This will include the completion and submission of regular funding reports to a range of funders. * As part of the operational management team, work with the two other Service Managers (National Projects and Glasgow) and Head of Services to contribute to the overall development of the wider organisation.   The post holder will manage a number of part-time staff (currently 5 post holders, each working between 18 and 32 hours), as well as overseeing the management of sessional staff and volunteers.  Currently the Service Manager (Edinburgh) has management responsibilities for the following well-established Edinburgh projects:   * LGBT Community Programme. * LGBT Community Wellbeing Project – (developing our community groups). * Mental Wellbeing Programme (one-to-one and groupwork). * Counselling Service. * Transgender Support Programme (one-to-one and groupwork).   In addition, the post holder will also be expected to contribute to the development of new services in line with organisational strategic objectives, and contribute to work to secure funding to sustain services, as well as for new initiatives.  The post holder will be required to work flexibly, including some evening and occasional weekend work. |

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| Place of Work |
| In line with Scottish Government advice staff worked from home throughout the pandemic and all services were delivered online.  As restrictions have eased we have taken a planned approach to returning to office working and in person delivery as advice has allowed We foresee that we will continue to offer a mix of both in person and online delivery. As such our staff team are continuing to mix their time between working from our offices and at home. Working pattern will be discussed at interview and agreed in discussion with the line manager.  Our Edinburgh office base is in Duncan Place Community Hub, Leith. |

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| Principal Responsibilities |
| Alongside their line management responsibilities, the post holder is expected to work closely with the following colleagues: Head of Services, Service Manager (National Projects), Glasgow-based Service Manager, HR and Finance Worker; Communication and Evaluation Worker, and Chief Executive.  The Service Manager (Edinburgh)’s main duties and responsibilities will be to:   1. Manage the delivery and continuous development of the organisation’s services and initiatives in line with relevant strategic and operational workplans. 2. Have responsibility for direct line management, objective setting and performance management of staff, providing regular structured support and supervision. 3. Oversee the development of individual project workplans, ensuring that services meet agreed outcomes and capture impact. 4. Coordinate the recruitment and induction of all relevant staff and volunteers. 5. Attend and contribute to operational management meetings working with the two other Service Managers and Head of Services to build strong and resilient teams that work together to achieve our common goals. 6. Ensure best practice and systems are in place for volunteering 7. Lead local team meetings and attend / contribute to organisational team meetings, team development days and other working groups as required. 8. Develop and sustain strong, positive relationships and networks with key partners across the voluntary and statutory sector. 9. Implement and ensure the team maintain appropriate administrative service and office systems. 10. Be responsible for budgets including authorising spending against agreed project budgets and work with the senior staff and the HR and Finance Worker to ensure fiscal responsibility and accountability. 11. Oversee the preparation of a range of high quality funding returns and activity reports to a range of funders (currently NHS Lothian, EIJB and City of Edinburgh Council). 12. Ensuring that there are systems in place to monitor and evaluate Edinburgh service delivery, and impact and learning are effectively captured. 13. Feed into funding bids as requested by the Senior Management Team. 14. Work with the Comms team to ensure the marketing of the Edinburgh services, through the website, e-bulletins, social media and printed publicity. 15. Ensure that staff (including sessional staff) and volunteers are aware of, and adhere to, the organisation’s policies and procedures and contribute to the review and development and development of operational policies and procedures as relevant. 16. Act as a first point of contact for complaints, grievance and disciplinary procedures for your area. 17. Attend relevant meetings, events, conferences and training to represent the organisation and as part of continuing professional development. 18. Work as part of the staff team, attending team meetings, undertaking supervision and annual appraisal with the Head of Services, working closely with colleagues and deputising for the other Service Managers as required. 19. Work in accordance with all LGBT Health and Wellbeing policies and procedures, including equality and diversity, health and safety, confidentiality and financial systems. 20. Work occasional evenings and weekends to ensure programme delivery and attend meetings and other functions as required, for which time off in lieu can be taken. 21. Carry out any other duties as may be determined from time to time by the Head of Services or Chief Executive which may be reasonably required of the post holder relevant to the main purpose of the post.   **These responsibilities will be reviewed annually and may be subject to change.** |

Person Specification

| Skills / Attributes | Essential (E) / Desirable (D) |
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| **Experience / Qualifications** | |
| Educated to degree level or equivalent experience | E |
| Direct experience of working with a wide range of vulnerable people | E |
| Experience of operational and staff management within a voluntary or public sector organisation (Minimum of 2 years) | E |
| Experience of networking and partnership working with other third sector, health and statutory organisations | E |
| Experience of working with volunteers and/or volunteering | E |
| Experience of managing a range of budgets from different funders | E |
| Experience of planning and developing new initiatives | E |
| Experience of evaluation to demonstrate impact | E |
| Social work, community education, mental health or related qualification | D |
| Experience of working with the trans community | D |
| Experience of delivering training | D |
| **Knowledge / Understanding** | |
| Understanding of good practice in staff and volunteer management | E |
| Understanding of, and commitment to, diversity, human rights and addressing health inequalities | E |
| Cultural competence in relation to working with LGBT people | E |
| Knowledge of key statutory and voluntary sector organisations in Edinburgh | D |
| Understanding of a community development approach | D |
| Understanding of marketing, promotion and social media | D |

| Skills / Attributes | Essential (E) / Desirable (D) |
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| **Skills / Abilities** | |
| Ability to provide effective leadership and motivate and develop team members | E |
| Ability to develop effective day to day service delivery models and review workplans | E |
| Excellent organisational, planning and time management skills; ability to work to deadlines whilst remaining responsive to events and varied demands | E |
| Excellent communication and interpersonal skills and the ability to work sensitively with a wide variety of people at all levels | E |
| Good written English and proven ability to produce high quality, relevant, clear, attractive and impactful reports | E |
| Ability to work effectively on own initiative and as part of a number of cross organisational and project-specific teams | E |
| Ability to develop systems for monitoring and evaluation, ensuring staff maintain accurate records and statistics | E |
| Ability to be self-administering in terms of IT | E |
| Flexible attitude to the demands of the post and the needs of the organisation | E |
| Motivated, enthusiastic, resilient, proactive and solution focused | E |

General Terms and Conditions of Employment

**Salary**The salary for the post is £32,889 per annum (pro rata; based on full-time 36 hours per week).

Your salary will be paid monthly in arrears, on or around the 4th Thursday of each month, direct to your bank/building society account and subject to normal statutory deductions for National Insurance and PAYE Income Tax.

**Hours of Work**Your hours of work are **36 hours** per week, with a minimum of 30 minutes break for lunch each day (unpaid). These working hours are flexible and weekend and evening work will at times be necessary. Time off in lieu (TOIL) will be available under the terms of the existing policy.

**Location of Post**

Our Edinburgh office base is in Duncan Place Community Hub, Leith. We expect that this will be the main place of work though we will support home working options also. Working pattern to be agreed in discussion with line manager.

**Probationary Period**New employees’ employment is subject to satisfactory completion of a six month probationary period. The organisation reserves the right to extend this period at its discretion. The organisation will assess and review your work performance during this time and reserves the right to terminate your employment at any time during the probationary period.

**Funding**Funding for this post comes from a range of funders. Currently these are NHS Lothian, EIJB and City of Edinburgh Council. The post is permanent however is dependent on maintaining or securing new funding streams.

**Annual Leave and Public Holidays**Paid holiday entitlement is 25 days per annum pro rata (plus 10 public holidays), calculated pro rata from the anniversary date of your employment. The holiday year runs from 1st April to 31st March.

The organisation recognises the following 4 public holidays and you are expected to take these days as a holiday: 25th December, 26th December; 1st January and 2nd January. The remaining 6 days public holiday entitlement can be taken throughout the leave year.

All periods of annual holiday must be authorised in advance by your line manager. You are required to submit holiday requests in writing to your line manager as early as possible, normally giving a minimum of two weeks’ notice. Requests for annual holiday will normally be granted on a ‘first come, first served’ basis.

For a full-time post, no more than 5 annual leave days can be carried forward from the previous annual leave year. Any carryover request should be made to your line manager and this leave must be used in the first quarter of the new leave year.

**Compassionate Leave**In the case of urgent distress or crisis or in the light of a particular domestic situation, you may be entitled to up to 5 working days leave (pro rata) on full pay at the discretion of your line manager.

**Notifying Sickness**If you are absent from work owing to sickness or accident you must notify your line manager before 10am on the first day of absence. If you are absent from work for up to 7 working days (including weekends and public holidays), you must complete a self-certification certificate on the day of your return to work and hand it to your line manager. If you are absent for more than 7 days, you must obtain a medical certificate and send or give it to your line manager.

On your return to work after any period of absence you must complete an absence form and have a Return to Work meeting with your line manager.

**Maternity, Parental and Adoption Leave**  
Staff are entitled to statutory maternity leave only. Staff are expected to give their line manager a minimum of 21 days’ written notice of pregnancy and intention to take maternity leave.

Staff are entitled to statutory paternity leave only. Co-parents will be entitled to the same leave as available under paternity leave regulations. Staff are entitled to statutory adoption leave only.

**Pensions**The organisation has a qualifying workplace group pension scheme which is provided by Standard Life Pensions. After your first three months of employment you may be eligible to join the scheme as detailed in the Pensions Act 2008 (pensions auto enrolment). The organisation will pay 6% of your gross salary as an employer pension contribution. Employees will be required to make an employee contribution to satisfy the government legislation’s minimum total contributions.

**Expenses**When you are travelling or otherwise involved in the organisation’s business, the organisation will pay your reasonable travelling, accommodation and out of pocket expenses. You should obtain receipts and present all expense claims for approval by your line manager as requested, ensuring claims are for no more than three months of expenditure. The organisation reserves the right to refuse to pay an expense claim where the expenditure is unreasonable, disproportionate or unnecessary.

**Notice**The first six months in post is designated as a probationary period. During the first three month of probation, the organisation may terminate this contract of employment in writing giving one week’s notice, in line with the performance appraisal policy. During month three to six, the minimum period of written notice of termination of the Contract of Employment is one month by the organisation or the employee.

Following successful completion of the probationary period the notice period given by the organisation to the employee is two calendar months; equally the employee must give two months’ written notice to their line manager.

The organisation may exclude these notice provisions in the event of your dismissal for gross misconduct.