

Job Description

Service Manager

Scottish Centre for Conflict Resolution (SCCR)

This is a new post (21 hours per week)

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness.

We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1. General

Our Scottish Centre for Conflict Resolution is a national initiative. While the main focus of our work is across Scotland, our digital reach is growing and is now international. www.scottishconflictresolution.org.uk

What do we do?

- Develop and provide a range of free multi-media digital resources for young people, families and the people who work with them to deal with family conflict and to improve their relationships.
- Collaborate and work in partnership with others to bring about positive change for families and young people across Scotland.
- Develop and deliver free events and training in conflict resolution (and complementary areas of work) to meet the needs of young people, parents/carers and professionals, supporting the development of skills, knowledge and techniques to increase confidence and ability to address

- conflict in positive ways.
- Engage with other Scottish organisations, supporting models of best practice in mediation to address youth homelessness.
- Develop campaigns to raise awareness of the impact of conflict on families and communities.
- Undertake robust internal and external evaluation of our work and freely share our learning, resources and research findings with others.

2. Main Aims of the Post

Following a recent internal structural change to support the future of our work going forward with families and young people. The SCCR requires an experienced Manager with excellent leadership skills and vision to take the exciting work of the SCCR forward, along with our dedicated team and supporters.

Specifically, the successful candidate will:

- Provide strong leadership.
- With support from the Senior Manager Families, identify and secure future funding to support the work of SCCR, identifying and developing new opportunities.
- Build networks and relationships and strategically develop the work of SCCR, working collaboratively and in partnership with other organisations, to facilitate partnership working and the development of the SCCR activities.
- Manage a small team to create and deliver against implementation and operational plans.
- Monitor, report and evidence achievement against desired outcomes and indicators.
- Ensure contract, finance and funding compliance.
- Promote a culture of continuous improvement.
- Work with our Digital and Communications Manager to raise awareness and to gain national and international profile and support.
- Be part of our organisation's management team delivering on our strategic aims as an organisation.

3. Tasks and Responsibilities

Leadership for the Scottish Centre for Conflict Resolution

- Lead planning processes for the team, ensuring there are clear team plans in place.
- Engage with Senior Management to contribute to developing relevant areas of organisational strategy and, in particular, youth homelessness due to conflict at home and associated factors.

Ensure SCCR's financial sustainability

- Work alongside the Senior Families Manager to identify potential funding to secure and develop the work of the SCCR going forward.
- With support from our Finance team, ensure financial management of service budgets, including regular reviews internally.

- Attend quarterly meetings with the Finance Manager, ahead of reporting to funding bodies, Senior Manager and Trustees.
- Develop relationships with, and maintain the confidence of, funders and stakeholders.

High quality service delivery, meeting agreed targets and outcomes

- Manage the delivery of all aspects of the SCCR, acting as the main point of contact for all liaison and reporting.
- Creation of annual operational and service plans to reflect relevant contracts/bids, along with the SCCR Team.
- Liaise with key internal and external partners.
- Identify, manage and mitigate any potential service risk, using our internal risk register system.
- Engage in relevant networks and identify those that present opportunities for new development.

Manage monitoring and evaluation systems to demonstrate effectiveness and impact.

- With support from the team, produce regular reports in line with funder schedules, and for internal purposes.
- Monitor service plans and key performance indicators, to ensure successful service delivery.
- When required, commission and oversee external evaluations.

Learning, development, compliance and improvement

- Ensure excellence in all service delivery by promoting best practice within all areas of responsibility.
- Engage in Cyrenians' strategic planning annual cycle, with other Managers.
- As required, recruit staff and ensure their induction and performance is reviewed as per the policies, systems and processes.
- Empower staff to contribute to Cyrenians' development groups and engage in appropriate learning and ongoing continuous professional development.
- Manage staff development through the annual learning review system, setting and reviewing objectives with staff regularly in 1 2 1 meetings.
- Understand and ensure compliance with all relevant organisational policies and procedures.

Build collaborative relationships and maintain partnerships

- Oversee SCCR strategic development and identify potential new areas of work.
- Ensure ongoing SCCR contributions to both Scottish Government and organisational priorities.

Ensure SCCR maintains a high profile and is recognised as a centre of excellence.

- Work closely with the Communications team to shape and deliver on communications and marketing plans.
- Identify and attend relevant networking and speaking engagements.
- Attend and participate in strategic planning and commissioning activities and individual meetings with key partners.

- Identify potential awards or key influential relationships to further promote and recognise the success and importance of Cyrenians' conflict resolution work.

4. Person Specification

Strong leadership and people management skills, with a high level of self-awareness	Essential
Understanding of conflict resolution, mediation and how to work with young people and their families to prevent homelessness	Essential
Experience in successfully identifying, applying and securing funding	Essential
Budget and contact management	Essential
Understanding of the difference between strategic and operational planning – and able to create clear and deliverable plans	Essential
The ability to manage systems to demonstrate effectiveness and accountability for all activity	Essential
Experience of researching, creating and/or developing new services and activities	Essential
Experience of building and maintaining relationships with a range of stakeholders and networks, including local authorities and funders	Essential
Experience of producing internal and external reports	Essential
Excellent IT skills	Essential
Excellent written and verbal communication skills	Essential
Experience of developing policies and procedures, researching and implementing best practice	Desirable
Knowledge of marketing strategies	Desirable
Qualifications and training	
Higher education or equivalent experience in a related field.	Essential
Mediation/conflict resolution/restorative justice training.	Desirable
Values and attributes	
Commitment to quality assurance, continuous improvement, and high standards in service delivery.	Essential
Drive, personal credibility and ambition to scale up our services.	Essential
Ability to work independently and as part of a team.	Essential
A commitment to staff training and development.	Essential

5. Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians' Board of Trustees (via the Chief Executive)
<u>Line Manager:</u>	Senior Manager Families
<u>Liaison with:</u>	Leadership Team & other Service Managers
<u>Workplace:</u>	Cyrenians head office in Edinburgh & hybrid working
<u>Working Hours:</u>	21 hours per week
<u>Annual Leave:</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	£31,662 - £36,081 pro rata (scale points 31 – 36). This equates to £17,970 - £20,478 per annum for a 21-hour week at SCP31 – SCP36.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Funding:</u>	Funded by Scottish Government since 2013 currently funded to 31 March 2023, new potential funding stream identified.

6. Closing Date and Interviews

Closing date: 12 noon on Monday 4th July 2022

Interviews: Monday 11th July 2022.

A second interview will be conducted with preferred candidates at a time to be agreed.

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.