

Job Description

Falkirk Outreach Service Manager

For over 50 years, Cyrenians 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.

Our way of working is built on our four core values, which are at the heart of all our work and decisions:

Compassion | Respect | Integrity | Innovation

[Read more about us and our values](#)

[Read about our strategic aims](#)

In Falkirk

Cyrenians provide a number of services in Falkirk that support people to overcome challenges, to provide opportunities for people to progress, and places and spaces for the local community to connect to our mission. These include:

- A number of employability support services, including key work, training and qualifications
- Arnotdale House Café - providing a resource for the community while contributing to Cyrenians social aims
- Dollar Park walled garden – offering an attractive space for the local community, again supporting Cyrenians social aims
- A number of initiatives targeted at improving the health, wellbeing and opportunities within local communities

1 General

This role has been created to ensure the ongoing delivery and development of our community-based services. The post holder will have specific responsibility for managing the following:

- Community facing service within Camelon as part of Our Place Lottery Funding

- Community Link's service, part of the national Community Link worker programme being implemented within GP surgeries
- Young people service
- Mental health and Wellbeing Services
- Implementation and development of new services

The role will be responsible for ensuring these services are delivered effectively, and that staff are well supported to carry out their jobs to a high standard. You will also ensure services are compliant with regulation and any funder-specific requirements, and that monitoring and evaluation systems are in place to demonstrate effectiveness.

In addition to this, the role will work closely with the Senior Service Manager & Employability Manager to identify and respond to opportunities to grow these areas of our work and reach more people.

2 Main Tasks and Responsibilities

Manage people and resources to deliver on operational plans

- Provide operational management to agreed services and provide cover and support when required for our internal employability services.
- Manage a team of staff within the relevant HR policies and procedures of the charity.
- Ensure staff have opportunities to participate in learning and training.
- Ensure that all staff within areas of responsibility have the skills to be highly effective in their roles.

Ensure compliance and standards are met

- Ensure all areas of activity meet and, wherever possible, exceed contract and funding compliance.
- Liaising with key representatives of funders and commissioners.
- Ensure all areas of activity are working within budget, making best use of resources available.
- Ensure clear, professional and consistent management of activity through use of robust policies and procedures.

Monitor, report and evidence achievement

- Ensure all activity is appropriately monitored and reported on – evidencing impact.
- Provide relevant monitoring information to funders and commissioners.
- Ensure all staff in the team have the required skills and competencies to plan and monitor their work.
- Provide regular reports on activity and impact to relevant internal and external audiences.

Market activities to gain custom, profile and support

- Lead and contribute to creating a hub of services across the central belt
- Oversee the production and use of high-quality marketing materials and other profile building activity (in conjunction with our Marketing team).
- Disseminate the results of monitoring and evaluation to demonstrate the impact of the work of the charity.
- Lead on funding applications and, tendering exercises to ensure the continued delivery and development of activity.

Network, update and feed into key market intelligence

- Working closely with Cyrenians' colleagues, lead and contribute to the establishment of strong working relationships and partnerships.
- Ensure team members are involved in the relevant markets and networks, managing knowledge across the immediate team and wider staff group.
- Keep up-to-date with changes and developments in the field through attendance at networks; good practice visits; timely response to potential opportunities and reading of relevant publications.
- Using the charity's collaborative working policy, work in partnership with other agencies to deliver high quality services.

Service Development

- To identify and develop business opportunities and to follow up on openings that can create new, and expand existing, activities and services. Lead in the completion of funding applications and tenders
- Support the organisation to implement new initiatives, to meet new and emerging needs

Other

- Participate in service team/planning meetings and reviews.
- Maintain individual work plan which is consistent with the overall service plan.
- Participate in annual performance review and supervision sessions.
- Undertake training which is appropriate to the project's needs.
- Undertake other tasks as required by the Falkirk Services.
- Co-produce staff objectives and carry out annual performance appraisals.
- Participate in, and contribute to, Cyrenians management team meetings.
- Ensure that organisational policy and procedure is followed in relation to Human Resources.

4 Person Specification

Knowledge and Experience	
Experience in delivering and management of frontline services	Essential

Strong management skills, evidencing experience, and an ability to lead and motivate others.	Essential
The ability to manage recording systems to demonstrate effectiveness and ensure accountability for all activity.	Essential
Strong networking skills and experience of liaising with a range of stakeholders including local authorities and funders.	Essential
Commitment to quality assurance and high standards in service delivery.	Essential
Experience of producing and disseminating powerful reports and impact information to internal and external stakeholders.	Essential
Budget and financial management experience.	Essential
Excellent IT skills.	Essential
Ability to establish strong partnerships and to work collaboratively with other agencies and services.	Essential
Experience of working with individuals who face multiple barriers.	Essential
Experience of securing funding through grant applications and competitive tendering.	Essential
Experience of managing community facing projects.	Essential
Qualifications and training	
Degree or equivalent experience.	Essential
Values and attributes	
Ability to work as part of a team.	Essential
A commitment to staff training and development.	Essential
A strong commitment to service excellence.	Essential
A commitment to continuous improvement.	Essential
The ability to create and manage extensive networks.	Essential
The ability to delegate and empower staff.	Essential
Excellent written and verbal communication skills.	Essential
Ability to multitask and meet deadlines.	Essential
Committed to reducing the stigma faced by people who have been involved in the criminal justice system	Essential

5 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians' Board of Trustees (via the Chief Executive)
<u>Line Manager:</u>	Senior Service Manager
<u>Liaison with:</u>	Cyrenians' Leadership Team and Management Team, Social Enterprises
<u>Workplace:</u>	Falkirk office
<u>Working Hours:</u>	37 hours per week or if part time min of 28hours
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)

<u>Salary:</u>	£31,662 to £36,081 (scale points 31 to 36). For part time this equates to £23,960 per annum for a 28-hour week at SCP31
<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>Disclosure:</u>	PVG membership is required

6 Application deadline and Interview dates

<u>Closing date:</u>	12 noon on Monday 21 st November 2022
<u>Interview date:</u>	Monday 28 th November 2022
<u>Second stage:</u>	To be confirmed

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