



Community Services Manager

Salary: £31,337 pro rata

Hours: 14 per week

Annual Leave Entitlement: 34 days per annum, pro rata

Length of contract: 12 months, with the possibility of extension (funding dependent)

Person Specification

	Essential	Desirable
1. Educational/Professional Qualification		
Educated to SCQF Level 6	v	
Relevant qualification, for example Community Education, Community Development		v
Relevant vocational qualification, for example SVQ 4 in Management or equivalent		v
2. Career Experience		
A minimum five years' experience in a similar role involving managing services delivering community benefits and support	v	
Experience of directly providing support and supervision to staff members directly delivering community services (community development projects, link worker, volunteering programme)	v	
Experience of working in a charity environment	v	
Experience in supporting volunteers	v	
Experience of working in a charity delivering a range of services promoting inclusion, wellbeing and human rights		v
Experience of working in a mental health charity		v
3. Specialist knowledge/ Experience		
Understanding of the needs of staff members working with highly vulnerable service users	v	
Understanding the premises of community development and tackling health inequalities and social isolation	v	
Understanding of vicarious trauma and how to support staff members encountering the potential for vicarious trauma	v	
Good knowledge of issues affecting the Feniks service user group, particularly mental health, domestic abuse, social exclusion and immigration issues	v	
Excellent written and verbal communication skills	v	
Experienced in compiling funding applications	v	



Competent at engaging with staff and volunteers who may have lived experience of the issues the organisation works with	v	
Experience of compiling excellent quality project reports for funders	v	
Excellent ICT skills with experience in the Microsoft Office Suite, particularly Word, Excell, Access and Outlook	v	
Competent in holding online meetings using platforms like Zoom, MS Teams and Google Meet	v	
Excellent use of Microsoft 365		v
4. Skills		
Excellent written and verbal communication skills	v	
Fluent in English	v	
Able to communicate in Polish or other Central/ East European languages		v
Good organisational skills and ability to prioritise tasks	v	
Ability to work to deadlines	v	
Effective time management	v	
Ability to work as part of a team	v	
Ability to communicate	v	
Ability to work independently with limited supervision	v	
5. Personal Attributes		
Flexible and creative approach to work	v	
Ability to work some evenings during the week as required	v	
Flexibility towards working both from home as well as the Feniks office as required	v	
Self-motivated and enthusiastic	v	
Passionate about equality and equal opportunities	v	
Impartiality when gathering, compiling and disseminating data	v	
Able to work on own initiative with minimal supervision and based on an agreed level of authority	v	