| **JOB TITLE** | **Manager**  |  **PROJECT NAME** | **Lend a Hand Project**  |
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| **REPORTS TO** | **CEO** |  **Based at** | **Geilsland Estate** |
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| **SALARY**  |  **28k Pro rata ( 22.4K)**  | **Contracted hours** | **28 hrs ( 3 year fixed term)**  |
| **Purpose of Job** |
| As Lend a Hand Project Manager you will develop and improve our existing provision, line manage staff and ensure that our clients and volunteers experience a high quality service. You will expand the reach and develop networks and partnerships that deepen the impact for clients and the effectiveness of the service  The purpose of the job is * to develop the capacity of our existing provision
* increase reach, efficiency and effectiveness,
* manage and develop the capacity of project leads and volunteers
* improve systems and procedures
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| **Generic Context and Scope** |
| Beith Trust is a North Ayrshire based charity working to improve the social, economic and environmental condition of Beith, Barrmill and the surrounding countryside for residents, visitors and nature alike. . You will be responsible for improving systems, efficiency and the ‘bandwidth’ of the project as well as developing external links partnerships. You will be accountable for the safety of volunteers, attendees and the quality and success of the project as well as line management of Project Leads, you will oversee project comms, health and safety, monitoring and evaluation and ensuring that delivery of activities is successful and safe. You will be responsible for evaluating delivery and project impact as well as the ongoing design of the project to ensure a high quality participant / customer / attendee experience. You will be required, at times, to work weekends and evenings.  |
| **Project Specific Context**  |
| The Lend a Hand Project aims to improve life conditions of people affected by difficult life circumstances by * Providing opportunities for friendship and human connection via befriending services
* Providing resources, equipment for vulnerable young families
* Providing meaningful volunteering experiences
* Providing social cafes and access to quality food
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| **Major Tasks and Job Activities**  |
| To ensure the quality and success of the project you will:* Manage and coordinate the delivery of high quality, impactful project activity
* Ensure that volunteers and staff are equipped with skills and knowledge required for their roles
* Be accountable for safe participation of all involved
* Identify opportunities for partnership working which will increase the reach or impact of the project
* Identify and develop opportunities for volunteering and training
* Ongoing improvement of systems, procedures and comms
* Provide excellent customer service and lead on ensuring a high quality customer experience
* Lead on social media engagement and promotion of project activities
* Implement successful monitoring and evaluation strategies and record/collate/interpret quantitative and qualitative data to assess project impact and inform the ongoing design of the project
* Organise and manage meetings to foster cross-community links
* Attend relevant stakeholder meetings to improve project visibility and engagement
* Develop a legacy management plan to maintain the outcomes and outputs beyond the term of the Delivery period
* Work flexibly where required including some weekends and evenings.
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| **Essential Skills, Knowledge and Experience** |
| * Experience of managing a service focused on supporting people with complex life circumstances in the community
* Experience of line management and development of people ‘on the job’
* Experience of working with volunteers
* Ability to co=ordinate and prioritise resources
* A proactive approach to involving customers / attendees in developing a service
* Budget and resource management experience
* Experience of monitoring, evaluating and reporting on grant funded projects
* Excellent people skills and track record of engaging, leading and retaining volunteers
* Experience of partnership working
* Ability to meet the requirements of registration with the Protection of Vulnerable Groups Scheme
* A commitment to flexible working, including evenings and weekends
* Proficient in IT packages
* Confident outlook, can do attitude and efficient problem solver
* The ability to get involved in practical tasks
* Excellent social and communication skills
* Highly organised approach to managing workload and forward planning
* A clean driving licence and access to a vehicle
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