



Job Description

Senior Service Manager – Skills and Development (young people)

This is a new post.

30-37 hours per week

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](#)

1 General

This post, with support from the Director of Services, is responsible for ensuring that operational service delivery is connected to the strategic direction of the organisation. This includes contributing to the development and delivery of the organisational strategic plan, and leading their services to nurture a positive, impactful culture and practice for our staff, volunteers, and those we support.

The post-holder will lead our projects which support young people who have disengaged from school and/or struggle in formal educational settings to:

- access learning opportunities and develop skills which enable them to progress to positive destinations
- improve self-confidence and build resilience
- promote positive mental health and wellbeing
- make informed choices as they transition towards adulthood.

This new post brings together the following strands of work:

Keys programme

Three distinct, but related projects:

Key to Potential

A well-established outreach careers project for 15-17 year olds, which includes home visiting, liaising with parents and providers to ensure young people, often deemed 'hardest to reach', in areas of multiple deprivation, can access positive destinations.

Key to College

A newer project offering a visiting outreach service specifically for school leavers to access college. This project assists 65 young people per annum to gain entry and attend college, we provide laptops and assist with travel, ID and college funding.

Key to Work

A project which offers taster work placements at Cyrenians' locations (Farm, Cook School, Creative Natives) and those of trusted partners for small groups of 3rd and 4th years in schools in Edinburgh who otherwise would not access work experience.

Creative Natives

A partnership project between Cyrenians and Community Enterprise. It provides a space where young people, aged 12 to 24 years old, can grow their creative potential, confidence and connections in an Art and Design studio. We encourage and nurture their creative ideas as well as offer guidance and support to ensure young people attain the most out of their experience and move onto positive destinations.

Further projects

This post will lead and develop several potential emerging areas of work, including pathways to green skills training and jobs, diversion from justice, outreach wellbeing support and enterprise employability. This will involve collaborating with colleagues across Cyrenians, and partners, to develop proposals and secure funding. You will also work with colleagues to progress our cross-organisational commitments to young people, including [#Keepthepromise](#) and upholding children's rights.

2 Tasks and Responsibilities

Strategic and operational leadership

- Take a lead role in delivering the organisation's overall strategic aims, building links between services.
- Bridge the gap between strategic and operational, ensuring operational objectives align to the longer-term vision.
- Oversee effective and inclusive service planning across areas of responsibility.
- Identify strategic opportunities to develop our organisation.
- Attend Senior Management Team meetings, working with peers on cross-organisational and strategic themed topics, and ensuring the opportunity to cross-

fertilize challenges and opportunities is maximized.

- Provide strong leadership to Skills and Development (young people) services and act as a role model within Cyrenians.
- Contribute and participate, as a member of the Senior Management Team, to the wellbeing and progress of Cyrenians, promoting our vision and personifying our values.

Managing people - promoting learning & development

- Manage staff team within the relevant HR policies and procedures.
- Ensure excellent relationships amongst staff, supporting, coaching and developing managers to grow themselves and Cyrenians.
- Participate in learning and training.
- Ensure that all staff within areas of responsibility have the skills, learning and development opportunities to be highly effective in their roles.

Service delivery and development

- Promote a culture of continuous improvement within respective services.
- Provide strategic support and direction to operational issues, development and improvements.
- Identify and promote cross-organisational working and service developments.

Nurturing external relationships

- Engage with stakeholders in developing service opportunities, linking to strategic objectives.
- Identify, participate and promote, key networking and influence opportunities.
- Understand public sector structures and develop relationships with key individuals.

Risk management, including Health & Safety & Data Protection

- Oversee the development of service risk registers and work with managers to manage these effectively.
- Ensure compliance with appropriate regulatory bodies.
- Contribute expertise to the review and development of organisational policy and procedures.
- Ensure clear, and regularly reviewed, business continuity plans are in place across areas of responsibility
- Ensure, evidence and report on compliance with policies and procedures, and that any breaches are promptly escalated and managed.
- Ensure that own services and staff understand requirements and assume delegated responsibilities for this

Measuring and valuing

- Ensure that data is captured and assists us to understand and demonstrate the impact of our work.
- Create and develop high-level impact reporting tailored to particular audiences depending on need.

Communications

- Contribute to the shaping and delivery of internal communications.
- Ensure that key messages are cascaded through the organisation, and in particular that the voices of lived experience and front-line workers are routinely sought and responded to.
- Create and encourage use of communication tools and opportunities, including both use of technology and participation in relationship building groups and opportunities.

Budgets and Fundraising

- Responsible for service budgets, and taking appropriate action to ensure that adequate financial resources are in place.
- Ensure effective budget management across areas of responsibility.
- Identify and win public sector tenders.
- Lead the submission of funding, grant and tender applications.
- Ensure that funder relationships are nurtured and well managed.

3 Person Specification

Values and attributes	
Shows respect and compassion towards those we work with.	Essential
Takes an innovative approach to challenges and opportunities.	Essential
Works with integrity.	
Positive outlook, self-motivated and flexible.	Essential
Committed to supporting those who face disadvantage or stigma	Essential
Organised and confident in managing expectations and prioritising competing demands.	Essential
Knowledge, skills and experience	
Experience of managing, developing and growing services.	Essential
Experience of managing, nurturing and coaching staff.	Essential
Experience of contributing to strategic planning.	Essential
Experience of securing funding via tenders and grants.	Essential
Excellent budget management and planning skills.	Essential
Skilled in partnership working and building relationships.	Essential
Excellent written and interpersonal skills, able to adapt style to audience.	Essential
Understanding of key children and young people's legislation, including UNCRC.	Essential
Experience of creating programmes and leading participation with children and/or young people.	Desirable

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Director of Services
<u>Liaison with:</u>	Senior Management Team and wider cross-organisational teams and enterprises
<u>Workplace:</u>	Hybrid working available. Expected to have presence at Norton Park, Edinburgh with some travel to Falkirk and other Cyrenians' sites.
<u>Working Hours:</u>	30-37 hours per week, as agreed with successful candidate.
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	£40,803 - £46,039 per annum, pro-rata (scale points 40 to 45). Pro rata if part time.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS). This is a Group Stakeholder Pension Scheme. Current contributions 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>Status:</u>	Permanent
<u>Disclosure:</u>	PVG scheme membership not required

5 Application deadline and Interview dates

Closing date: Monday 27 March 2023, 12 noon
Interview date: Monday 3 April 2023
Stage 2 date: TBC

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

Further information can be found at www.cyrenians.scot