**The Honeypot Children’s Charity**

**Site and Childrens Services manager, New Cumnock Ayrshire.**

**Reporting to – Operations Director**

**Salary £32,000.00pa**

Full time 37.5 hours a week. Monday to Friday with flexibility. Flexible hybrid working.

We are seeking an experienced administrator, to join our proactive, energetic and passionate team who work in an environment where we not only support young carers and vulnerable children, but build brighter futures and make happy memories for these wonderful children.

About us

For 26 years, The Honeypot Children’s Charity has supported young carers and vulnerable children throughout their childhood. We provide 3-day respite holidays for young carers from 5 years of age at our houses in the New Forest and mid-Wales, running every weekend and throughout school holidays. Once onboard children remain engaged with us until their 13th birthday; they are invited back every year for a residential break and can also enjoy memory making days out.

In the past year we have expanded our suite of services to include a wide range of online workshops and a wellbeing fund. We are ambitious to maintain and build on this platform as we exit the pandemic period, taking a broader range and reach of services into the future and being accessible to Honeypot children whenever they wish, wherever they are.

About the role

You will play a central role in the planning and delivery of all our services. You will represent us to referring partners families, be responsible for coordinating booking and making the travel arrangements for respite breaks, and memory making days, as well as overseeing and managing the site in New Cumnock.

You will provide direction to the staff and volunteers based at the site to ensure that safe and high-quality services are delivered that help make lasting memories for the children we support.

You will be working as part of a team to provide an effective and efficient clerical and welfare support to the organisation, including some finance functions as needed. As the Site and Services Manager you will need to ensure you communicate with direction and clarity while respecting the needs, responses and opinions of others. All team members need to support each other and create a friendly, harmonious, and relaxed working environment while maintaining professional standards. Working alone you will need to be organised and set clear deadlines with the Operations Director for all services operated on the site. A ‘can do’ attitude is essential.

Role purpose

* To work collaboratively with the team in Scotland and the Operations Managers at the other two sites to aid the smooth running of our Wrap round services .
* Manage and update the database with the relevant information, regarding children and breaks.
* Contribute towards the planning, development and organisation of the support service systems, procedures and policies.

Key responsibilities

* Be committed to the safeguarding and promotion of the welfare of children.
* Comply with the policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, equal opportunities, reporting all concerns to an appropriate person.
* Liaise with team members pre and post breaks to ensure accurate information sharing for record keeping purposes.
* Manage and maintain the database.
* To be a point of contact for both telephone and face to face enquiries and take messages where appropriate.
* Work with external agencies, eg Social Services, Schools, GP’s etc.
* Plan and manage the processes for the residential breaks to ensure optimal results.
* Coordinate the distribution and collation of feedback and evaluation surveys.
* To provide general clerical support as required to the operations team.
* To always maintain confidentiality as some material is sensitive.
* To inform the Director of Operations if additional items/equipment/facilities are required to promote the services.
* Set and maintain standards, boundaries and rules at Honeypot Dalleagles which are child-centred, promoting the welfare of children, protecting them from harm and providing a service which is anti-discriminatory.
* Ensure that accurate legal records are maintained e.g. accidents/incidents, safeguarding, health and safety.
* Keep up to date with developments in child protection and relevant legislation and disseminate information to the service as appropriate.
* Ensure risk assessments are undertaken and actions are implemented, using the company health & safety portal.
* Take responsibility for health and safety at work requirements.

Finance

* Petty cash allocation and authorisation.
* Reconcile monthly bank statement of expenditure (Scotland).
* With support to prepare quarterly status reports for Director of Operations and leadership team.
* Identify and implement the most cost-effective ways of working without compromising the quality of Honeypot’s services.
* Ensure that the house/charity systems, organisations, and processes are well considered, efficient and fit for purpose, upholding the principles of transparency, integrity and probity.

Site Management

* Oversee and ensure the maintenance of the property and equipment within Health & Safety guidelines, including overseeing the cleaning and maintenance of all buildings, the grounds and being the responsible person for Fire Safety.
* Provide a system of checks for the efficient operation of site utilities and replenishment of necessary items ( wood / gas).
* To ensure the residential break and ongoing connection with Honeypot offers all children the opportunity to build brighter futures.

Staff Management

* With the support of HR to oversee all staffing issues involving programme and office/site staff, to include recruitment, holiday and sickness absence.
* With the support of HR and Director of Operations to ensure that new staff receive an effective induction and where appropriate are assessed against core competences before confirmation in post.
* To assist with planning of in house and external staff training requirements
* Monitor staff performance, including sickness absences, implementing company policies and procedures as appropriate.
* Supervise and support any students undertaking placements at Honeypot.
* Hold all staff to account for their professional conduct and practice.
* Ensure all staff follow the codes of practice, and uniform standards and regularity refresh their understanding via company documents on BreatheHR or other portals.

Commercial, partnerships and external relations

* Build excellent relationships with schools, children’s services, charities and the local community at all levels to maximise referrals and partnership opportunities.
* Actively promote Honeypot Children’s Charity by communication.
* Work with the Corporate and Community Fundraising Manager on events and fundraising, marketing and communication matters.

General

* To participate in the performance and development review process
* To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace.
* Ensure that all duties and services provided are in accordance with the Charity’s Equal Opportunities Policy.
* To value and promote people’s equality, diversity and rights at all times and to conduct yourself in a non-discriminatory manner.
* From time to time perform routine housekeeping and sanitation tasks, to ensure the house and grounds are always kept clean.
* Book meetings and take minutes as needed.

Other

* Read, accurately complete, and safely store all necessary records and paperwork for each respite break in line with GDPR legislation.
* Follow health and safety guidelines.
* Attend regular supervision.
* Understand, promote, and adhere to the Honeypot Children’s Charity’s Policies & Procedures.
* To be able to prioritise own workload.

You must be passionate about working within a children’s environment, comfortable working in a fast-paced environment and able to respond positively, with good professional judgement and imagination, to challenges and unexpected changes that may occur.

Education and training

* Good standard of education, including GCSE or equivalent qualification in maths and English. (Essential)
* Business/Administration/Finance qualification. (Desirable)
* Safeguarding Children and Young People training/qualification (Desirable)
* Paediatric First Aid (Desirable)
* Excellent word processing skills using Microsoft Office software. (Essential)

Knowledge and Skills

* Relevant office/administration experience.
* A working knowledge of Microsoft Office software office 365 / Word / Excel / PowerPoint.
* Excellent communication skills when dealing with parents and other outside agencies.
* Excellent time management and organisational skills.
* Ability to use own initiative and work proactively in an autonomous manner.
* Knowledge of issues and general procedures around Child Protection and Safeguarding.

Attributes

* A fun, friendly, empathetic nature underpinned with the highest professional standards and absolute integrity. Confident, compassionate, and level-headed.
* Articulate and a strong communicator, confident in meeting and communicating with others such as, children, colleagues and parents/carers.

Proactive, can do’ approach. Strength and judgement for decision making. Strength, and judgement for decision-making. Persuasive communication skills.

* Full driving licence and own car (Honeypot houses are not served by public transport routes).
* Enhanced Disclosure and Barring Service (DBS) clearance (post exempt from the Rehabilitation of Offenders Act 1974).

**The duties above are neither exclusive nor exhaustive and the post holder may be required by the Operations Director to carry out appropriate duties within the context of the job.**

Person specification

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| **CRITERIA** | **ESSENTIAL / DESIRABLE** |
| EDUCATION AND TRAINING |
| GCSE or equivalent qualification in maths and English | E |
| IT skills  | E |
| Business/Administration/Finance qualification. | D |
| Safeguarding Children and Young People training/qualification | D |
| Paediatric First Aid | D |
| KNOWLEDGE AND EXPERIENCE |
| Experience of using a database (training given) | D |
| Developing, managing and operating clerical/administrative/financial and organisational systems.  | E |
| Knowledge of issues and general procedures around Child Protection and Safeguarding. | D |
| Computer literate in MS Office including Word, Power Point, Excel and CRM systems. | E |
| Experience of managing budgets | E |
| Knowledge of working with outside agencies  | D |
| SKILLS & ATTRIBUTES |
| Ability to produce professional, accurate and factual documents  | E |
| Commitment to maintaining confidentiality at all times.  | E |
| Good oral and written communication skills  | E |
| Strong organizational skills  | E |
| Ability to work under pressure and prioritise effectively to achieve deadlines | E |
| Deals with difficult situations effectively | E |
| Ability to maintain professional relationship with staff, children and volunteers | E |
| Ability to work as part of a team and embrace change well | E |
| Ability to present in a professional and courteous manner at all times.  | E |
| A fun, friendly, empathetic nature underpinned with the highest professional standards and absolute integrity. Confident, compassionate and level-headed. | E |
| Full driving license and own car | E |
| Enhanced Disclosure and Barring Service (DBS) clearance (Post exempt from the Rehabilitation of Offenders Act 1974) | E |

Other information

This post requires an Enhanced DBS and satisfactory references must be obtained prior to commencement of employment.

This post is subject to a probationary period of three months.

Please apply by application form together with a covering letter to:

recruitment@honeypot.org.uk