

Job Description

Senior Service Manager – Families

37 hours per week (full time)

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 Senior Service Manager (Families) will provide expertise to our services which, in varying ways, support families and young people to maintain strong family relationships, build resilience and improve communication. The post holder will provide a coherent voice both internally and externally, and seek out new ways to develop our preventative and early intervention work with families.

Primary areas of responsibility:

- [HMP Addiewell Visitor Centre](#) – offering support to families who are impacted by imprisonment
- [Mediation and Support](#) – providing skilled mediation and support to young people and families experiencing relationship breakdown
- [Scottish Centre for Conflict Resolution](#) – a national resource centre promoting best practice in conflict resolution

- Veterans' Service – working with partners from Live Life and the Scottish Veterans Wellbeing Alliance, to support veterans and their families to tackle social isolation and repair relationships.

The post holder will, with the direction of the Director of Services, carry out all tasks and responsibilities of the post as detailed below in a legally compliant and professional manner, and in line with our values.

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 (i.e. The Promise), and ensuring the opportunity to cross-fertilize challenges and opportunities is maximized.
- Provide strong leadership to Families 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 influencing opportunities.
- Understand public sector structures and develop relationships with key individuals.

Risk management, including Health & Safety & Data Protection (in conjunction with our Compliance team)

- 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 appropriate monitoring and evaluation data is captured to assist us in understanding our work and demonstrating impact

- Create and develop high-level impact reporting for internal and external audiences
- In conjunction with Service Managers, commission and oversee contracts for evaluation and reports.

Communications

- Contribute to the shaping and delivery of internal communications, in conjunction with the Relationships Team.
- 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 overseeing 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.	Essential
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
Excellent communicator with an ability to adapt communication style for audience. Adept at stakeholder management.	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 across sectors.	Essential
Understanding of key children and young people’s legislation, including UNCRC.	Essential
Knowledge of homelessness, its impact and the importance of prevention.	Essential
Experience of creating programmes and leading participation with children and/or young people.	Desirable
Lived experience of the issues Cyrenians works on.	Desirable

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Director of Services
<u>Liaison with:</u>	Families services, Senior Management Team and wider cross-organisational teams and enterprise
<u>Workplace:</u>	Hybrid working available. Expected to have presence at Norton Park, Edinburgh with some travel across the Lothians and other Cyrenians’ locations
<u>Working Hours:</u>	37 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays
<u>Salary:</u>	£42,435-£47,881 per annum, pro-rata (scale points 40 to 45).
<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

5 Application deadline and Interview dates

<u>Closing date:</u>	12 noon on Tuesday 12 th March 2024
<u>Interview date:</u>	Tuesday 19 th March 2024

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