

## Job Description

<b>Job Title</b>	Service Manager
<b>Reporting to:</b>	The Board of Directors
<b>Salary</b>	£41450 pro-rata (£33158)
<b>Hours</b>	29 hours per week
<b>Location</b>	Thomas Herd House, 10-12 Ward Road, Dundee, DD1 1IX
<b>Benefits</b>	We operate a contributory pension scheme - 5% company contribution, 5% Employee contribution 20 days annual leave + 12 Public holidays (pro-rata), rising to 25 days after 5 years and 28 days after 10 years Christmas Shopping day Company Parking
<b>Nature of post</b>	Permanent
<b>Working Pattern</b>	Mon – Fri
<b>Reporting Relationships</b>	1. Responsible to the Board of Directors 2. Reports to the President of the Board 3. Responsible for the management of all DBPSS staff and volunteers

### Background

DBPSS is working towards a world where all people who are blind or partially sighted enjoy the same rights, opportunities, and responsibilities as everyone else.

Our Vision is to engage with all our Members to provide a holistic approach and making the Members the centre of our objectives. We will work with integrity and compassion in the aim of reducing feelings of social isolation and loneliness in those with a visual impairment. We will continually work to provide empathy, empowerment, and a high-quality service to ensure that every Members feels valued.

### Purpose of Job:

- To manage the day to day running of the Society, including finances, Board support, Governance, HR, Marketing, PR, building maintenance, tenants management, H & S and ensuring all policies are adhered to.
- To liaise with the company accountant, investment manager and administrator in all financial matters
- To provide professional leadership to the staff delivering services for visually impaired people and ensuring high standards of practice are maintained.
- To provide services to the people of Dundee and surrounding areas who have a visual impairment and to ensure that they are not disadvantaged by their visual impairment
- To advocate on behalf of people with a visual impairment and to raise the general public's awareness of visual impairment.

## Key Objectives

- To provide strong, effective and visible leadership to Dundee Blind & Partially Sighted Society's small but dedicated team, working closely with the Board to ensure a long-term strategy and clear delivery plans.
  - To ensure that the organisation's values and policies are consistent, relevant, and practiced by all staff and volunteers.
  - Represent and promote the image of DBPSS at senior level where appropriate.
1. Support the President of the Board to ensure effective governance, attending meetings, organising presenters (e.g. investments managers, auditor etc). writing up minutes, ensuring returns and accounts are submitted to OSCR and Companies House
  2. Liaising with the company accountant and Board, ensure that sound financial systems are in place and are regularly reviewed and updated. Assist company accounting in drafting annual budgets of income and expenditure for Board approval. Liaising with auditors and investment managers.
  3. Oversee income and expenditure across all services in line with DBPSS financial policies and procedures.
  4. Promote partnership working, seeking to expand service where there is a need.
  5. Ensure appropriate Health and Safety, Fire Safety and Risk Management for premises and activities to safeguard the health and safety of staff, Members, Tenants, visitors, and contractors and ensure that all legal requirements are met.
  6. Marketing & PR – in liaison with the Administrator update website and social media, help prepare and populate quarterly newsletter, produce relevant press releases.
  7. HR – Liaising with Payroll service and supplying monthly salary information. Oversee the management of staff and liaising with HR Consultancy on any staffing issues.
  8. Building Maintenance – the Society owns the building and Service Manager/Board is responsible for its upkeep and monitoring of building maintenance.
  9. Ensure high quality in all activities and that DBPSS continues to work to recognised good practice and quality standards.
  10. Attendance at meetings with local and national groups
  11. To identify unmet needs both within the Society and within the local area.
  12. Responsible for lease of office space and management of rentals/tenants needs.
  13. Seek funding and make applications to any available grants.
  14. Raise awareness of the Society and attract new 'service users'
  15. Assist Members with resource needs, Blue Badge applications etc.
  16. To possess a detailed knowledge of relevant Dundee Blind & Partially Sighted Society Operational Instructions, Policies and Objectives and to ensure they meet current statutory requirements.
  17. To always work in a manner that promotes a positive image of the Society.

## **OTHER DUTIES**

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

