

## Person Specification – Service Manager

### **Overview**

As Service Manager, you will be responsible for 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.

You will lead a small but dedicated team, driving and nurturing the team to continue delivering quality standards across the organisation, cultivate strategic partnerships, and drive the services to enhance the quality of life for our Members.

You will liaise with the Board of Directors and Accountants to ensure sustainability of the charity.

You will lead our mission to provide empathy, empowerment and a high-quality service to ensure that every Member feels valued.

### **1. Qualifications:**

#### **Essential:**

1.1 Relevant qualifications or equivalent knowledge & skills acquired through extensive managerial experience.

### **2. Knowledge and Experience:**

#### **Essential:**

2.1 At least 5 years demonstrable success in senior/leadership roles

2.2 Experience of operational management

2.3 Experience of managing and supporting staff

2.4 Demonstrable success in leading and managing change

#### **Desirable:**

2.5 Experience of working in a public sector and/or third sector organisation

2.6 Working knowledge of financial systems and budgetary control

2.7 Experience of strategic planning

2.8 Experience of generating income from a range of sources

2.9 Experience of facilities management

2.10 Experience of working with sensory impaired people and/or older people

2.11 Experience of charity governance

#### **Preferred**

Experience of inter-agency liaison/joint working

### **Individual Qualities:**

Approachable

Positive attitude

Reliability

Good interpersonal skills and have the ability to deal with a range of people from different backgrounds.

### **Additional Requirements:**

Membership of the PVG (Protecting Vulnerable Groups) Scheme, or a willingness to join, with clearance at enhanced level