

Borders Carers Centre
Job Description (February 2025)

Post Title: Centre Manager

Full time

Permanent post: 35 hours per week (with a probationary period of 6 months)

Annual Leave: 31 days (5.6 weeks A/L, 6.2 with PH included)

Responsible to: Board of Trustees

Line Managed by: Chair of the Board of Trustees

Salary: SJC Annual Legacy, SCP 37-38 (£42,575 - £43,742) + Group Pension, Employer contribution 5% (Employee contribution 4%)

Location: Based at the Borders Carers Centre, Brewerybrig, Low Buckholmside, Galashiels TD1 1RT with negotiated amount of home working.
As part of normal work, will be expected to travel throughout the local authority area and beyond as appropriate.

Purpose of the post

- To provide leadership and direction to the organisation
- Overall management and strategic development of the organisation (BCC), its staff, volunteers, assets and resources
- To uphold the core values of the organisation
- To work with the Board of Trustees to ensure the charity's continued long-term development and sustainability

Key Tasks:

1. Strategic Development and Partnership

- Development of the organisation's strategic plan and the implementation and review of the organisation's aims and objectives in conjunction with the Board
- Sustain and grow the organisation financially and reputationally in line with strategic plans
- To raise awareness of carers and ensure that carers are identified and appropriate services provided

- Investigate new opportunities for service provision
- Develop and maintain effective strategic relationships with key stakeholders including third sector, elected members and senior officials within SBC and NHS Borders, the Scottish Government, national carer organisations, and external funders.
- Promote and develop services for carers in the Scottish Borders through the delivery of information and support and thereby maintaining or improving their quality of life and health
- Promote Borders Carers Centre as a focal point in the area for all issues affecting unpaid carers
- Ensure awareness of current and changing legislation as it impacts on unpaid carers
- Ensure effective participation in Scottish Borders Health and Social Care Partnership, the Integrated Joint Board and the Strategic Planning Group
- Promote carers issues through involvement in various strategic level groups locally and nationally
- Work in partnership with Scottish Borders Council Carers Lead to ensure carers have a strong voice in the design and delivery of services and to ensure awareness of issues facing carers on a local level

2. Management

- Overall responsibility for the management and development of Borders Carers Centre in accordance with the aims and objectives of the organisation
- Overall responsibility for recruitment of staff, line management, support and supervision and annual appraisal of staff, including training needs, work plans and mechanisms for monitoring and evaluation in partnership with the Team Leader and Board where appropriate
- Responsibility for leading and inspiring the organisation and providing clear direction and vision for staff, partners and stakeholders
- Day to day management of the organisation and all resources including the overseeing of security and servicing of office premises and equipment alongside the Administration and Finance Officer
- Development and maintenance of organisational operating systems and processes

- Ensure that services are delivered to a high standard and monitor through staff and carer satisfaction surveys
- Responsibility for managing risks within the organisation including robust health and safety practices

3. Strategic and Operational planning

- Responsibility for working with and advising the Board of Directors with regard to strategic developments and opportunities
- Identify areas for improvement and gaps in service delivery
- Produce plans and documents in accordance with the aims and objectives of the organisation
- Support the Board of Directors to ensure that the organisation is legally compliant and operating to best practice
- Consult and liaise with the Board of Directors with regard to key aspects relating to the organisation and prepare regular progress reports for Board meetings
- Advise and co-operate with the Board of Directors in developing structures, and in formulating and reviewing policy

4. Finance and Funding

- Oversee all financial matters, including the preparation of budgets and regular financial reports for the Board, in partnership with the Treasurer, Administrative and Finance Officer and any other external facilitators
- Responsible for ensuring that all financial reporting requirements are met on a timely and regular basis.
- Investigate appropriate funding opportunities and preparing funding applications in line with the Strategic Plan

5. Service Level Agreements and Contracts

- Fulfilling all requirements of Service Level Agreements and/or contracts with Borders Health and Social Care Partnership, and leading on renegotiation of the contracts
- Fulfilling all requirements of agreements and reporting with funders

6. Compliance

- Ensure that the organisation adheres to current legislation in respect of storage of confidential information and any other legislation
- Ensure that the organisation meets statutory and regulatory requirements placed upon it including Health and Safety requirements
- Ensure all recording systems are monitored as required by policies and procedures agreed by the Board
- Carry out the duties of the post with due regard to equal opportunities, Equalities legislation, the General Data Protection Regulations (GDPR), the Data Protection Act and the Freedom of Information Act

Borders Carers Centre reserves the right to vary or amend the duties and responsibilities of the post at any time according to the needs of the organisation's business.

For further information about Borders Carers Centre, and to receive an application pack, please see our website. If you wish to discuss the post informally please contact Linda Jackson on 07724560399

