

## **Borders Carers Centre (BCC)**

### **Centre Manager Person Specification (January 2025)**

#### **1. BCC Mission statement:**

*The Borders Carers Centre will become the first port of call for carers and recognised as such by all stakeholders. We will achieve this by working alongside carers and their families throughout the Scottish Borders to ensure that their voices are heard, and that they are recognised, valued, and supported to manage the impact of caring on their lives.*

*A carer is anyone who cares, unpaid, for a friend or family member who, due to illness, disability, mental health problem or an addiction cannot cope without their support.*

#### **2. Our Values**

Our core values are at the heart of everything that we at BCC set out to achieve and our values underpin our work with the carers we support, our staff team, trustees, volunteers, and our partners.

- **Inclusivity** - we involve, we value contributions, we listen
- **Empathy** - we are compassionate, and people centred, we work together as one team and for the well-being of unpaid carers, we value and respect each other
- **Integrity** - we are ethical, open and transparent, we do what we say we will do, we listen and we act.
- **Professional excellence** - we have a professional approach, we are positive ambassadors for Borders Carers Centre, we are accountable and responsible for the support and services we provide.
- **Collaboration** – we build trusting and professional relationships and are transparent and honest about decisions making even when this is challenging.








#### **3. Strategic Aims**

- ✓ Enhance the quality of life of carers and their families
- ✓ Ensure carers needs and aspirations underpin our strategy, policy and practice
- ✓ Recognise carers as partners in care
- ✓ Establish the Borders Carers Centre as a recognised centre of excellence in relation to carers issues
- ✓ Work in partnership with local and national organisations to promote and support the carers agenda
- ✓ Be responsive to local and national policy developments

### **Equal Opportunities Statement**

BCC celebrates diversity and is committed to creating a fair and equal society, free from discrimination. You can read more about our commitment to inclusion and diversity in the relevant policies

## Requirements

-  **Qualifications:** educated to degree level, equivalent experience will be considered
-  **Experience:** Experience in managing a staff team, good HR knowledge, and ability to work at a strategic level
-  **Communication:** Excellent verbal and written communication skills. Able to work and communicate with people at all levels of an organisation up to and including the Scottish Government. Ability to coach, supervise and develop and/or support staff
-  **Understanding:** Understanding of the voluntary sector and good knowledge of the Carers Act and carers rights. An understanding of the process of change management and managing staff in a new environment
-  **Skills:** Strong negotiation and facilitation skills, problem solving, delegating and people skills. Excellent organisational and administrative skills with a high focus on leading and managing a medium sized organisation and a small and dedicated staff team
-  **Confidentiality:** Good understanding of confidentiality, safeguarding, and the Data Protection Act (including GDPR)
-  **Budgeting:** Strong financial experience and ability, able to manage budgets, plan and strategise for the long term health of the charity and be able to source and secure appropriate funding streams in the current financial climate

## The sort of person we are looking for:

- ✓ Caring, compassionate, empathetic, energetic, passionate, positive with a can-do attitude, and good problem solving skills
- ✓ Understand the needs, vulnerabilities and strengths that unpaid carers have, recognising their value and contribution to society
- ✓ Strong financial acumen, able to financially forecast, budget, plan and strategise for the long-term financial health of the charity
- ✓ Proven success at writing funding applications/bids
- ✓ An excellent leader, a team player able to listen well, make tough decisions, follow procedures and help to develop the staff team for effective daily operations
- ✓ Have an excellent understanding and experience of safeguarding, with strong experience of the complexities of adult safeguarding situations.
- ✓ The ability to work independently, proactively, and under own initiative.

## Person specification

Qualifications	Essential	Desirable
Degree level qualification, appropriate and equivalent experience will be considered	Y	
Relevant training or qualifications/knowledge in Health and Safety, and Data Protection including General Data Protection Regulation (GDPR)		Y
Willingness to undertake training and development opportunities as required.		Y
Experience/knowledge		
Understanding of the voluntary sector, and knowledge of relevant policies, procedures, and legislation in respect of the Carers (Scotland) Act 2016	Y	
Knowledge of how and where to source required information to conduct the role of manager effectively.	Y	
Experience in managing a staff team, an understanding of the process of change management and managing staff in a new environment	Y	
Demonstrated ability to work with all levels of personnel including Scottish and National governments.	Y	
Strong financial ability, able to manage budgets, plan and strategise for the long term health of the charity and be able to source and secure appropriate funding streams in the current financial climate	Y	
Relevant experience in a managerial role particularly in a voluntary organisation or similar		Y
Good HR knowledge, and ability to work at a strategic level	Y	
Skills		
Excellent verbal and written communication skills. Able to work and communicate with people at all levels of an organisation up to and including the Scottish Government	Y	
Excellent organisational and administrative skills	Y	
Ability to coach, supervise and develop and/or support staff.	Y	

Attributes		
A team player and leader, able to build positive relationships with staff, volunteers and partners.	Y	
Ability to work independently, proactively, and under own initiative.	Y	
Commitment to and able to work in a way that promotes and respects equal opportunities and diversity.	Y	
Interest in /or open to experimenting with new digital techniques and approaches.	Y	
Other requirements		
Driving licence holder and access to a vehicle with the ability to travel throughout the Scottish Borders and where necessary other areas of Scotland	Y	

### Legal Requirements:

- Eligibility to work in the UK.
- Satisfactory enhanced PVG check completed.
- Appropriate and satisfactory references from previous employers/character references.
- Clean driving licence (and access to a car/vehicle essential)