

Job Title: Development Manager

Full time (35 hours/week) or Part time (28 hours/week) by agreement.

Salary: £41,308 - £46,040 (FTE), depending on experience. Part time pro-rata.

Permanent Contract

The Haven

The Haven is an established charity which aims to improve the quality of life of people across Lanarkshire who are affected by a range of life limiting conditions (e.g. cancer, Parkinson's, dementia). Information and emotional support is provided to clients and their families by The Haven multidisciplinary team, who work with individuals to create tailored programmes of one to one and small group sessions, at any stage of illness including pre and post bereavement support. Services are delivered via a hybrid model combining in –person services from within Haven centres (Blantyre, Wishaw, Forth) and telephone and video call appointments. This enhances equity of access by providing clients with flexibility, choice and control in how and where they access support, aligned to their individual needs and circumstances.

Our aim is to support clients to understand all aspects of their illness, treatment and care; to improve their emotional wellbeing and ability to manage stress and to sustain carers in their caring role. In addition, taking a whole family approach, The Haven Children, Young people and Families service supports CYP to feel resilient and strong, enabling them to understand their own emotions and be confident enough to share the natural feelings of loss when someone they care about is seriously ill or has died.

Development Manager:

The Development Manager post is a new role within The Haven and offers the potential for a **highly motivated individual** to join The Haven's **senior leadership team**. Aligning with the Haven's 5 sustainability approaches; *Involvement, Innovation, Impact, Improvement, Income*; this post will be instrumental in ensuring the immediate and longer term achievement of organisational outcomes and sustainability.

The Development Manager will **lead the implementation of the business development and income diversification plan for The Haven centre in Forth, South Lanarkshire**. Working collaboratively with the CEO and Business Support Manager, the post holder will have a high degree of delegated responsibility within the parameters of their role. They will attend Board meetings with the CEO to report on the progress of work within their remit and contribute to strategic planning/review sessions. In line with The Haven's succession planning strategies, success in the role also has the potential to open up opportunities for future progression within the organisation.



www.thehavencentre.com

01555 811846 | info@thehavencentre.com

Correspondence Address: The Haven, Blantyre Health Centre, Victoria Street, Blantyre, G72 0BS

Registered in Scotland, Company Number: SC222783 Charity Number: SC032130

(Final 19.6.25)

Key aspects of the role:

Responsible for the safe and effective operation of all aspects of The Haven centre in Forth, South Lanarkshire, including support and supervision of staff and volunteers working within the centre, ensuring compliance with all relevant legal requirements/frameworks (including for H&S, HR, service delivery, building maintenance).

Responsible for the implementation and ongoing review of the business development and income diversification plan for The Haven centre in Forth, via the actions outlined below, monitoring and evaluating progress towards, and achievement of, organisational and project outcomes.

Scope strategic level partnerships for a new community hub model, identifying, initiating and responding to opportunities to work with community partners who have expressed an interest in ***co-location of their services from The Haven Hub*** and/or ***co-serving Haven clients*** and adding value to current Haven services and activities.

Scope, initiate and respond to opportunities for the potential use of the Hub for income generation/diversification and prepare all necessary contracts, legal paperwork, compliance documentation and operational systems/processes, conducting due diligence in doing so.

Responsible for income generation/development of new funding models (rental income; consortia funding bids; social enterprise trading/contracts; trusts/grants; unrestricted income) to secure the operational budget for The Haven centre in Forth.

Develop/implement Communications/Marketing plans for the new community hub model for The Haven centre in Forth and for all services and activities delivered from the Hub.

Develop an annual programme of Community Consultations with a wide range of community members and stakeholders to ensure:

- Additional identified uses for Haven building to ensure wide range of activities and a vibrant community resource for more people
- Co-produced services shaped and developed by clients and stakeholders drawing on the strengths of the community therefore increasing community ownership of services that make a difference to people's lives
- Measures are put in place to support people to access services, therefore engaging with hard to reach people, promoting inclusion and reducing social isolation.

The post holder will be required to represent The Haven at a number of strategic and service based networks, engaging with partners to develop and maintain professional relationships and maintain The Haven's strategic positioning within the sector.

The role requires experience and skills in a number of key areas – business development, marketing, compliance/regulatory requirements relating to the commercial operation of a building, income generation (social enterprise/earned income/consortia bids).

It is essential that the post holder has excellent verbal and written communication skills and the ability to work autonomously and to use own initiative to independently resolve day to day challenges. The post holder should also be confident and proficient in the use of IT.



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A strong understanding and knowledge of national and local health and social care policy; the Lanarkshire Health and Social Care and third sector landscapes; and the health and wellbeing needs of Haven client groups would be beneficial.

The post holder will assume accountability and responsibility for all aspects of the role.

This post is part funded by National Lottery Community Fund and SSE Sustainable Development Fund.

Protection of Vulnerable Groups:

This post is considered a Regulated Role with Children and Adults, under the Protection of Vulnerable Groups (Scotland) Act, 2007. Therefore, it is an offence to apply if you are barred from working with children and adults. Preferred candidates will be required to join the PVG Scheme, or undergo a PVG Scheme Update check, prior to a formal offer of employment being made.

Location:

Your contracted base of work will be The Haven centre in Forth but there will be a requirement to attend other Haven centres, or venues to most effectively meet the needs of the organisation and the role. We are open to discussions regarding flexible working.

Hours:

Working hours are 35 per week (FTE) or 28 hours per week part time (0.8FTE) by agreement – flexibility in hours worked may be required to meet the needs of the role. Overtime is not payable but we will comply with the Working Time Regulations 1998. Toil Policy in place.

Probation Period: This role will be subject to a 6 month probationary period, during which performance and suitability for the role will be assessed.

Line Manager: Your line manager will be the Chief Executive Officer and you will also be expected to work collaboratively and effectively with all Haven personnel.

General: In the interests of both personal safety and that of others the post holder is expected to follow The Haven Health & Safety policy and procedures. The Haven operates a no smoking, vaping and e-cigarettes policy to which the post holder will be expected to adhere when on The Haven business.

Right to work: All applicants must have the legal right to work in the UK.

Equality and Diversity: The Haven is committed to being an equal opportunities employer and welcomes applications from all sections of the community. We do not discriminate based on age, disability, gender, marital status, race, religion or belief, or sexual orientation.

Data Protection: Any personal information provided during the recruitment process will be handled in accordance with UK GDPR and The Haven's privacy policies.



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Person Specification:

	Essential	Desirable
Qualifications & Training		
Educated to Degree level or equivalent experience	Y	
Recognised qualifications or training relevant to the role		Y
Experience, Skills, Ability, Knowledge		
Knowledge of legal requirements/compliance protocols for management of a building asset (e.g. health and safety)	Y	
Knowledge of legal requirements/compliance protocols for delivery of services (e.g. data protection, HR, safeguarding)	Y	
Experience in an income generation role and in implementing successful income generation plans.	Y	
Project management, monitoring and evaluation skills	Y	
Skilled in preparation of project reports including co-ordination, collation and presentation of internal/external data (including client feedback/statistics)	Y	
Experience in implementing successful communications and/or marketing plans.		Y
Experience in supporting and supervising a team of staff/volunteers		Y
Ability to work quickly and to deadlines when required	Y	
Ability to manage a diverse workload	Y	
Confident and proficient in IT, including Microsoft packages	Y	
Experience in using Salesforce software		Y
Knowledge of Lanarkshire health, social care and third sector landscape		Y
Knowledge of National and local Health and Social Care policy and agendas		Y
Knowledge and understanding of the health and wellbeing needs of Haven client groups		Y
Personal Qualities		
An understanding of and alignment with the organisation's aims and values	Y	
Organised and a good time manager	Y	
Enjoys working as part of a team, flexible in approach with a positive attitude towards volunteers	Y	
Ability to communicate effectively with local communities, funders, businesses, healthcare professionals, volunteers and clients	Y	
Target and outcome focused	Y	
A high degree of personal motivation	Y	
Full driving licence and access to own car	Y	



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