

## Job Description

# Service Manager – Skills and Development

### Full time, 37 hours per week

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness. And that there is no 'one size fits all' approach to supporting people towards more positive and stable futures.

Our mission is to tackle the causes and consequences of homelessness through learning from lived experience; by delivering targeted services which focus on prevention, early intervention and support into a home; and by influencing changes in legislation and policy.

Our way of working is built on four core values, which are at the heart of all our work and decisions:

**Compassion   Respect   Integrity   Innovation**

[Read more about us and our values](#)

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## 1 General

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Cyrenians take a Public Health Approach to Homelessness Prevention and our Skills and Development pillar provides Early Intervention services in Edinburgh and West Lothian. We provide a range of services within this pillar that support people to overcome challenges, to provide opportunities for people to progress and opportunities for people to move into and towards work.

Cyrenians believe that skills development and employment not only provide an income and financial independence, but also provides people with a sense of worth, belonging and offers the opportunity for healthy social interaction. Our services are designed with the employability pipeline in mind, and we use safe spaces and outreach as a form of delivery within the Skills and Development pillar. The post holder, with support from relevant colleagues, would be responsible for funding across the pillar and would manage the Edinburgh services aimed at young people. These are:

- **Key to Potential** is a careers outreach keywork service. We take referrals for young people leaving school at 16 who had limited careers support due to disrupted education or long-term non-attendance. Our stage 1 provision offers home visiting support to reach families and young people, who would be missing from post-school provision, to help them move onto suitable positive destinations
- **Key to College** offers an outreach keywork service to assist school-leaving college applicants through the entire college process. This includes guidance on

courses, applications, college visits, interview preparation, self-enrolment and setting up student accounts. We also liaise with college staff and parents/carers over funding and course availability

- **Key to Work** engages young people aged 14-18 who are struggling with mainstream education in a series of work placement sessions run by one of our services or partner organisations; Creative Natives, Cyrenians' Green Skills Centre, Cyrenians' Cook School and Edinburgh Zoo. The course runs across eight weeks with an introductory session, six weekly placement sessions and an employability skills session at the end of the programme
- **Creative Natives** is a flexible, safe space where young people who may have mental wellbeing issues, neurodivergence or are LGBTQ+, can express their creativity in an experimental, non-pressured environment with the support of designers/artists who can offer additional keywork support
- **Moving Forward** is a stage 1 employability training provision for young people who are not in education or employment and require help with their next steps
- **Moving Forward for Families** is a tailored one to one service between a designated Family Support Worker and the parents/carers of young people supported by other Cyrenians' services. Person-centered support looks different for every individual so we use a relationship-based approach where wellbeing is developed over time

The post holder will be responsible for ensuring the above services are delivered effectively and that staff are well supported to carry out their jobs to a high standard. They will also ensure services are compliant with regulation and specific requirements of the funder, and monitoring and evaluation systems are in place and demonstrating our impact.

In addition to this, the role will work closely with the Senior Service Manager for the Skills and Development pillar to secure funding and identify and respond to opportunities to grow these areas of our work and reach more people. The post holder will be required to carry out tasks and responsibilities of the post as detailed below in a legally compliant and professional manner, and in line with our values.

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## 2 Tasks and Responsibilities

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### **Manage people and resources to deliver on operational plans**

- Provide operational management to the services within the Skills and Development Pillar outlined above in section one
- Manage a team of staff within the relevant HR policies and procedures of the charity
- Provide regular one to one support meetings for staff you line manage, as well as their Annual Learning Reviews

- Ensure all staff in the team have the required skills and competencies to plan and monitor their work
- Ensure the teams are fully aware of, and follow, safeguarding and lone-working policies and practices
- Ensure staff have skills and learning opportunities to be highly effective in their roles, ensuring mandatory training is completed

### **Ensure compliance and standards are met**

- Ensure all areas of activity meet and, wherever possible, exceed contract and funding compliance
- Liaise with key representatives of funders and commissioners
- Ensure all areas of activity are working within budget, making best use of resources available
- Support the teams to keep up-to-date plans for each service, including risk assessments

### **Monitoring, reporting and evidencing achievement**

- Ensure all activity is appropriately monitored and reported on, evidencing impact in line with Cyrenians' Evaluation Framework, and disseminating results
- Provide relevant monitoring information to funders and commissioners
- Provide regular reports on activity and impact to relevant internal and external audiences
- Market services where appropriate, including contributing to high-quality marketing materials if needed and other profile building activity across the pillar

### **Network, update and feed into key market intelligence**

- Working closely with Cyrenians' colleagues to establish and/or maintain strong working relationships and partnerships with key employers, learning providers and others
- Ensure team members are involved in the relevant markets and networks, sharing knowledge across the immediate team and wider staff group. This includes, in particular, the Edinburgh Joined up for Jobs network
- Keep up-to-date with changes and developments in the field through attendance at networks; good practice visits; timely response to potential opportunities and reading of relevant publications
- Work in partnership with other agencies to deliver high quality services

### **Service Development**

- Identify and develop business opportunities and to follow up on openings that can create new, and expand existing, activities and services
- Work with the Director of Services, Senior Manager and fundraising team on funding applications and tenders to ensure the continued delivery and development of activity. This will include leading on some smaller applications.
- Support the organisation to implement new initiatives, to meet new and emerging needs

### **Other**

- Lead on service team/planning meetings and reviews

- Maintain individual work plan which is consistent with the overall pillar plan
- Undertake training which is appropriate to the role's needs
- Participate in, and contribute to, Cyrenians' Managers team meetings.
- Ensure that organisational policy and procedure is followed in relation to Human Resources

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### 3 Person Specification

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Essential knowledge, skills and experience
Experience in the delivery and management of frontline services, especially those working with young people.
Experience of managing, nurturing and coaching staff.
Experience of securing funding via tenders and grants.
Excellent budget management, report writing and planning skills.
Skilled in partnership working and experience of liaising with a range of stakeholders including local authorities and funders.
Knowledge of homelessness, its impact and the importance of prevention.
Understanding of the external environment in which employability services operate and how this impacts on our work.
Committed to Cyrenians' values of Compassion, Innovation, Integrity and Respect.

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### 4 Terms & Conditions

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<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Senior Skills and Development Manager
<u>Liaison with:</u>	Skills & Development services, Green Skills Manager, Management Team and wider cross-organisational teams and enterprise.
<u>Workplace:</u>	Cyrenians head office in Edinburgh with some travel across the Lothians and other Cyrenians' locations. Hybrid working is available under organisation guidelines.
<u>Working Hours:</u>	37 hours per week (full time)
<u>Annual Leave</u>	25 days plus 10 public holidays per annum
<u>Salary:</u>	£34,930 - £39,806 per annum (scale points 31 to 36)
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS). This is a Group Stakeholder Pension Scheme paid by salary exchange. Current contributions 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Status:</u>	Permanent
<u>Disclosure:</u>	PVG membership for Adults and Children is required

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## **5 Application deadline and interview dates**

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Closing date: Noon on Monday 15 September  
Interview date: Week commencing 22 September  
Stage 2 date: TBC

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.