# Job Description

**Job Title: Service Manager**

**Contract: 21 hours/week**

**Location: Dunfermline (hybrid)**

**Salary: £35,000 pro rata (£21,000 for 21 hours/week)**

**Our Mission:**

Seal Dunfermline is a Dunfermline-based charity dedicated to supporting children and young people aged 8-16 and young people aged 16-21 making the transition to adulthood. Seal supports children and young people through fun, structured group activities that build confidence, resilience, and well-being. With roots dating back to the 1970s, the organisation operates with a small team of staff and volunteers, providing a safe space where young people feel valued and supported.

Through referrals from schools, social work, and health professionals, Seal Dunfermline helps children and young people develop essential life skills while aligning with national well-being strategies such as **GIRFEC** and **SHANARRI**.

**Role Purpose**

The Service Manager will lead, develop, and oversee Seal Dunfermline’s operations, ensuring services are high-quality, sustainable, and responsive to the needs of children, young people, and families. This role requires experienced leadership in health and social care settings, the ability to support and inspire teams through reflective practice, and strategic management to drive growth and impact.

**Reporting to:** Board of Trustees

**Responsibilities:**

**Strategic Development**

* Identify gaps in service provision and develop a strategic growth plan in collaboration with Group Leaders and volunteers.
* Research and implement best practices and innovative service models to enhance outcomes.
* Build and maintain strong relationships with key stakeholders, including service users, the local authority, funders, and partner organisations.

**Income Generation & Fundraising**

* Lead the research, preparation, and submission of funding applications to grants, foundations, and other funding sources.
* Monitor and evaluate financial performance, ensuring effective income generation and budget management.
* Develop and oversee a marketing and fundraising communications strategy to increase the organisation’s visibility and donor engagement.
* Implement data-driven analysis and reporting processes to track and improve fundraising performance.

**Quality**

* Work with the Board of Trustees to set and manage budgets, ensuring financial sustainability.
* Ensure compliance with all legal, regulatory, and sector-specific requirements.
* Regularly review and improve operational policies, procedures, and quality standards.
* Oversee risk management, health and safety, and safeguarding processes.

**Leadership & Development**

* Provide line management and support to Group Leaders and volunteers.
* Foster a culture of respect, inclusion, innovation, and continuous learning.
* Lead and inspire staff and volunteers to achieve organisational goals and deliver impactful services.
* Support staff development through training, mentoring, and performance management.

**Other**

* Act in accordance with Seal Dunfermline’s values, policies, and procedures.
* Promote diversity, equity, and inclusion across all aspects of the organisation.
* Undertake other duties as required in line with the role.

**Person Specification**

**Essential Skills & Experience**

* Proven management experience in social work, education, community development or health settings.
* Excellent leadership and people management skills, with the ability to build relationships, communicate effectively and motivate and support teams.
* Strong networking and relationship-building skills with funders, stakeholders, and partners.
* Knowledge of compliance, governance, and best practices within the nonprofit sector.
* Ability to develop and implement strategic plans, work plans and operational improvements.
* IT literacy including experience of using MS Office

**Desirable Skills & Experience**

* Experience of fundraising, income generation, and budget management.
* Experience working with volunteers and community-based programs.
* Experience developing and managing services to meet community needs.
* Understanding of marketing, communications, and digital fundraising strategies.
* Knowledge of local services for children and young people and support networks in Dunfermline, surrounding areas and across Fife.