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**Team Coordinator**

**Salary:** Circa £37k per annum

**Responsible to:** Co-Chairs

**Duration:** This is a temporary post for 9 months and will be subject to a 3-months probation period

**Hours:** Part -time, 25 hours per week across 3 or 4 days, some flexibility is necessary

**Location:**  Glasgow with flexibility for home working / hybrid working. Please note that there will be an office move in late 2025, but the post will be in Glasgow.

**Main Purpose of Post**

The coordinator works with the Board of Directors to manage the team and deliver on the strategic and operational priorities of the organisation. They work to strengthen the organisation through the delivery of services and participate in partnership working and engagement. They are responsible for motivating their team to ensure optimum performance as well as managing the delivery of all services, and the wider corporate needs of the organisation. (NB: The charity is undergoing an organisational review that is being externally facilitated, and this post will support and collaborate to inform this review and action its recommendations)

**Main areas of responsibility**

**Developing our People**

* Providing leadership, direction and motivation for staff and volunteers involved in the day-to-day delivery of services and community engagement.
* Ensure plans in place for training and developing staff to build capacity and capability to suit business needs informed by the organisation review.
* Building and maintaining a high-performance culture, evidenced through effective management of performance.
* Developing and maintaining effective working relationships the Board, providing a strong bridge between staff and Board, supporting good and effective decision making and improved governance.
* Contributing to the development and implementation of operational plans and structures that are fit for purpose.
* Ensuring that the day-to-day operations of the organisation are effectively and efficiently managed and conducted within the framework, resources and timescales agreed.

**Developing our Relationships**

* Maintaining effective working relationships with staff, volunteers, Board and members of the organisation
* Developing and maintaining effective strategic relationships with key stakeholders including the third sector partners elected members and senior officials of relevant local authorities, the Scottish Government, national infrastructure organisations and existing and potential external funders
* Supporting the development of active and thriving communities amongst deaf children and their families.
* Acting as a key representative of the organisation ensuring that a positive reputation is built and maintained and promoting strong links with all stakeholders

**Delivering our Services**

* Ensuring that the day-to-day operations of the organisation are effectively and efficiently managed and conducted within the framework and timescales agreed with funders
* Managing the reporting of performance against an outcome framework agreed with funders
* Establishing and maintaining high quality standards throughout the work of the organisation, including in safeguarding, trauma informed and inclusive practices
* In partnership with staff, design and implement the organisation’s Operational Plan, including setting appropriate targets and outputs
* Developing operating policies to ensure that programmes and activities are implemented effectively

**General**

We reserve the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the organisation’s business. There is a requirement to work evenings and weekends as necessary to ensure appropriate fulfilment of duties.

**Person Specification**

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| **Skills and abilities** |  |
|  | **Essential/Desirable** |
| Inspirational manager, team builder, and enabler  | E |
| Ability to contribute at strategic level and Board level | E |
| Ability to evaluate risk in the context of service delivery | D |
| Excellent negotiating skills | E |
| Uses sound judgment under pressure | E |
| Excellent communicator, both orally (including presentation) and in writing  | E |
| Ability to quickly process and communicate complex information in a succinct and clear manner | E |
| Emotionally intelligent, able to build and sustain positive relationships | E |
| Highly motivated with good initiative able to prioritise and manage workload within the time available | E |
| Excellent organisation and planning skills | E |
| Able to use own initiative and bring fresh ideas | E |
| Flexible (thinking, approach and work-pattern) | E |
| Committed to social justice, diversity and equality  | E |
| Confident in the use of IT in a flexible working environment | E |
| Able to meet deadlines | E |
| Calm under pressure | E |
| **Experience** |  |
| Managing operational delivery with extensive experience of operating within a complex and fast-moving environment with links to a wide range of external organisations | E |
| Working in a third sector leadership role | D |
| Working with hearing impaired people, or those with disabilities  | D |
| Effectively leading and managing a team, including improving team and individual performance  | E |
| Confidence in managing budgets | D |
| Speaking in public or to large groups | D |
| Preparing successful funding proposals to national and local funders | D |
| Developing, implementing and monitoring operational plans | E |
| Managing teams delivering trauma informed programmes across a range of themes | D |
| Working with communities in various settings | D |
| Multi-agency, cross-sector partnership working  | E |
| Working with volunteers or be an active volunteer | D |
| Developing and implementing quality assurance and evaluation frameworks | D |
| **Knowledge** |  |
| Understanding of the voluntary, community sector | E |
| Understanding of volunteering and good practice in volunteering | D  |
| Knowledge of good practice in relation to resource and staff management, support and supervision  | E |
| Understanding of wider relevant policy and practice in auditory services in Scotland and across the UK | D |
| Understanding of performance monitoring and evaluation systems | D |
| Knowledge of the Scottish funding landscape and their priorities. | D |
| **Training and Qualifications** |  |
| Degree or equivalent experience | E |
| **Other** |  |
| Commitment to the work of the Third Sector  | E |
| Driving Licence  | E |
| Familiarity with the west of Scotland (geography) | D |