

Richmond AID Person Specification and Job Description

Name of Role	Services Manager
Responsible to	CEO
Post Description	To manage, develop and grow our team of people delivering our range of inclusion services, which currently includes; our BuddyUp service for disabled young people, Spade gardening service, Peer Network social activities, Telephone Befriending and Connect to Tech digital training.

Experience & Knowledge

Essential

- 3 years' experience of delivering projects and achieving targets
- Experience in managing a small team including supervision, setting objectives and carrying out annual appraisals
- Experience of mobilising and managing services/projects
- Experience of setting, recording and evidencing outcomes
- Excellent report writing skills and experience of writing monitoring reports to funders
- Experience of developing and maintaining effective working relations with partners
- Excellent administration skills and working knowledge of MS Word, Outlook, database entry and other applications
- Understanding of confidentiality, data protection issues and safeguarding issues
- An understanding of the social model of disability and how it can be implemented

Desirable

- Experience of working with disabled people or vulnerable client groups
- Experience of community or grant based fundraising

Skills & Abilities

- Leadership skills
- Strong interpersonal, influencing and negotiating skills and experience
- Well organised and meets deadlines
- Ability to identify and resolve problems
- Assertive but empathic approach
- Resilient and able to remain calm
- Task orientated and can-do approach
- Good time management and task prioritisation
- Able to work independently as well as part of a team
- Excellent communication skills both written and oral

Other requirements

This post will be subject to a satisfactory Enhanced DBS check carried out by Richmond AID. You will need to be able to travel within the Richmond, Hounslow and Kingston boroughs and may be required to travel to London and other parts of the country.

Main Tasks and Duties

1. To line manage members of the team, including supervision, setting objectives, team meeting and carrying out annual appraisals.
2. To ensure all members of the team are keeping the projects on track, meeting targets and funder expectations.
3. To ensure the team work collaboratively as a team as well as meeting their individual project goals.
4. To carry out induction, identify training needs for the team and proactively resolve performance issues by putting plans in place to support people to achieve their goals.
5. Work with the CEO and the team to complete all monitoring and evaluation as required by the funder and Richmond AID including writing funding reports, case studies and outcomes.
6. Develop marketing materials, leaflets, website and social media content and ensure our services are widely advertised and accessible to a wide variety of clients.
7. Handle complaints in line with our Complaints Policy and ensure corrective action is taken and there is effective communication with staff and volunteers for any changes needed.
8. Collaborative working with commissioners and senior managers across a range of sectors and organisations.
9. Continue to develop our referral processes with key partners such as GP practices, health and social care teams and voluntary sector partners.
10. To support the team to recruit, train and manage volunteers.
11. To ensure the team keep accurate records of all clients and maintain a database of client information with progress and outcomes.
12. To liaise and create effective working relationships with partner organisations.
13. Ensure that the project is compliant with the Social Model of Disability.
14. Comply with Richmond AID's policies and procedures.
15. Attend training and development as identified by you and your manager.
16. Attend team meetings and supervision.
17. You will need to travel within London Borough of Richmond and surrounding boroughs as part of this post and occasionally may need to work outside of normal office hours including evening and weekends.
18. Any other work commensurate with the level of this post.