

Job Description

Job Title:	Community Services and Radio Station Manager
Reporting to:	Chief Executive
Working with:	Finance, Safe Haven and Centre Managers
Responsible for:	Medway Men-in Sheds Project Co-ordinator, Café Supervisor, Health and Horticulture Facilitator, Radio Technician and Freelance Trainers
Hours:	25 hours/week (covering core services hours of 9:30 to 14:30 Mon-Fri)
Salary:	£29,640 based on 37.5 hours per week – pro rata 25 hrs pw - £19,760
Annual leave:	25 days per annum plus bank holidays (pro-rata for part-time hours)
Place of work:	Sunlight Centre with occasional outreach across Medway and Swale
Period of contract:	Permanent

Aims of the post

To take a lead role in the development and delivery of community services by Sunlight Development Trust (SDT) across Medway. The post holder will work with SDT staff and volunteers to provide high-quality services for community members. The post holder will be expected to work closely with all staff to ensure the health, safety and security of community members, the site and Trust property.

Main Duties and Responsibilities

1. Development and delivery of excellent services to meet the needs of our community including:
 - a. Medway Men-in-Sheds, Music, Electronics, Radio and Community Gardens
 - b. Sunlight Café including Knit and Natter, Arts and Crafts, Poetry and Dementia Groups
 - c. Anger Management Training contract delivered for Shaw Trust
2. Ensure the delivery of high-quality services at SDT, including assessment and management of referrals, support planning, risk management, safety planning and regular review of individual need.
3. Ensure that all incidents and safeguarding concerns are managed in line with SDT policies and procedures liaising with the Designated Safeguarding Lead to ensure the timely escalation of any issues which may affect the safety and quality of service provision.
4. Provide appropriate support and line management for staff including induction, supervision, appraisal, development, absence and performance management in line with SDT's policies and procedures.
5. Develop and maintain a good working knowledge of community resources and partner organisations to expand services to promote social inclusion and improve mental health.
6. Ensure that staffing resources and capacity is adequate to deliver high quality services to clients and to meet contractual requirements, including recruitment and management of the staff and volunteer rota.
7. Ensure that financial procedures are adhered to and services are delivered within budget or fundraise for any additional requirements with volunteers.
8. Communicate effectively with reports and associated documentation of a high standard to management and funders as required.
9. Respond to feedback and where required investigate complaints as requested.
10. Contribute to the development, implementation and monitoring of policies, procedures and systems that effect service delivery.
11. Effectively manage service delivery contracts and comply with all associated contractual requirements, developing and maintaining proactive and effective relationships with funders.
12. Support the delivery and development of services, networking and engaging with relevant stakeholders and provider groups in the area.
13. Ensure compliance with all relevant legal and regulatory requirements and manage health & safety within the services including risk assessments and building / garden security.

Core Competencies

These will include being able to demonstrate knowledge of:

1. How to be non-judgemental and promote anti-discriminatory practice
2. How to maintain confidentiality
3. How to promote equality and diversity
4. How to engender empowerment and well-being
5. How to promote equal opportunities
6. How to ensure service users are treated with dignity and respect as part of ethical practice

General:

1. Actively promote health issues positively and contribute to the development of best practice.
2. Attend all supervision sessions or notified meetings plus all mandatory training sessions.
3. Maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to our community café and radio including completion of PPL returns.
4. All employees have a responsibility and a legal obligation to ensure that information processed for both service users, volunteers and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.
5. Maintain the confidentiality of all personal data in line with the provision of the Data Protection Act.
6. Provide holiday cover for staff as required.

Security:

1. Work with the Centre Manager to ensure site security and safety, including complying with site health and safety responsibilities.
2. Challenge inappropriate behaviour or conduct of visitors to the site, in line with the Trust's values and ethos, ensuring Health and Safety procedures are followed by all service users.
3. Be aware of and take responsibility for reporting health and safety issues on site, faulty equipment and take remedial action to ensure the security and safety of building users.

Finance, Fundraising, Marketing and Communications

1. Ensure that all procedures are adhered to and ensure the flow of relevant information to Finance for any purchases with company credit card and sign off petty cash expenditure for Project Co-ordinators, Facilitators and Supervisors.
2. Work with the Marketing Officer to promote our services, including stakeholder engagement, corporate sponsorship, digital fundraising, design, print and production.
3. Work with project co-ordinators, supervisors and facilitators to promote service delivery on social media, website, press and our radio station.
4. Provide quality reports, photos, testimonials and case studies as and when required by funders with a copy for the Board and CEO.
5. Increase profit from café and product sales from our community gardens and men-in-sheds project.

Risk Assessments and Safeguarding:

1. Must follow all risk assessments plans and report any area of risk and/or changes or concerns.
2. Must review and update all risk assessments liaising with third parties as required.
3. Must carry out caseload risk assessment and have these verified/authorised by your line manager.
4. Undertake level 2 training as a Safeguarding Officer and report any concerns to our Designated Safeguarding Leads

Person Specification

	Essential	Desirable
Qualifications	<ol style="list-style-type: none"> 1. Prince 2 Project Management 2. Educated to A'Level Standard 3. GCSE Maths and English 	<ol style="list-style-type: none"> 1. Level 2 Food Handling, Manual Handling, H&S, Autism Awareness and Safeguarding
Experience	<ol style="list-style-type: none"> 1. Experience of working in voluntary services, community radio or cafe 2. Experience of work in a community-based setting 3. Experience of managing a community café or radio station 4. Experience of managing and delivering to agreed budgets 5. Experience of staff and volunteer management. 6. Experience of project, service and operational management. 	<ol style="list-style-type: none"> 1. Experience of service development and re-design. 2. Ability to support the CEO with new business initiatives, contracts and grants 3. Experience of performance management and appraisals. 4. Experience of setting and delivering to agreed targets. 5. Experience of recruitment
Skills and knowledge	<ol style="list-style-type: none"> 1. Excellent communication skills to manage key relationships with stakeholders both within and external to the organisation 2. Able to lead, supervise and motivate staff and delegate work appropriately 3. Able to manage resources to provide quality and safety within the service 4. Ability to use a range of Microsoft Office Products 	<ol style="list-style-type: none"> 1. Presentation Skills 2. Knowledge and experience of audit, data collection 3. Good time management skills 4. Skills to assess and manage risks including safeguarding 5. Knowledge of wellbeing and recovery models 6. Knowledge of community gardens and men-in-sheds projects 7. Knowledge of community radio management
Other	<ol style="list-style-type: none"> 1. Able to work the service opening hours including occasional evenings, weekends and Bank Holidays 2. Flexibility to cover for other managers and team members as required. 3. Positive attitude with a 'can do -will do' approach to assist others when busy 4. Attend our basic induction training <p>An EDBS check will be conducted for this role to work with vulnerable adults.</p>	