

Community Services Manager

JOB DESCRIPTION

Job Title:	Community Services Manager
Team / Department:	Senior Leadership Team
Pay:	£33,000 per annum
Hours:	Monday – Thursday (9am-5pm), Friday (8.30am-4.30pm)
Reports to:	Chief Executive Officer

Background

St Paul's Centre is a well-established local charity based in the centre of Crewe. Since 1986 it has provided a range of services focused on meeting local practical need. It is a growing charity inspired by its Christian beliefs and driven by a passion to help and support people in their times of hardship. Current services include a furniture scheme, a foodbank, a children's shoe referral project, a bespoke project for adults with learning disabilities (called Futures), a hospital discharge service (called Extra Miles) as well as the provision of prepared hot meals for families with children at the local primary school, and a monthly luncheon club for adults facing isolation.

The Community Services Manager will provide strategic management of each service area, ensuring best practice, clear working procedures and that ultimately, resources continue to meet the needs of the end-user, the people and families of Crewe. The Community Services Manager will effectively manage a team of staff and volunteers across the charity's community services contributing to its Christian ethos and with a strong outward looking commitment to the local community.

In the event of staff or volunteer absence the Community Services Manager will be responsible for arranging cover utilising appropriately experienced or trained staff as far as resources allow. In the event of insufficient resources, the Community Services Manager will implement temporary amendments to the service as necessary, ensuring contractual obligations are met.

The Community Services Manager will also act as the Safeguarding lead for St Paul's Centre, ensuring that line managers, team leaders and project coordinators are equipped and empowered to practically apply and adhere to the Charity's Safeguarding Policy and that all team members maintain regular levels of training appropriate to fulfil their role.

The Community Services Manager will oversee the recruitment and general welfare of the volunteer force at St Paul's Centre by providing robust line management to the volunteer coordinator.

The Community Services Manager will report to the CEO with a set programme of previously discussed targets and deadlines to ensure that all areas for which they are responsible are carefully monitored, supported and succeeding.

The Community Services Manager will contribute towards the Senior Management Team, preparing reports for the Trustees and playing a critical role in the success and strategic positioning of the Charity. Whilst the contribution of the Community Services Manager will focus mainly on Community Services, a broader contribution towards the leading of the charity as a whole will be included.

Community Services Manager

Key Tasks

Management and Coordination:

The Services Manager will provide leadership and management of the following community services:

- **Community Meals:** including school meal provision and the monthly luncheon club
- **Extra Miles:** a hospital discharge service operating from Leighton and Macclesfield Hospitals
- **Foodbank:** emergency food provision for local households in need
- **Furniture Scheme:** emergency furniture provision for local households in need
- **Futures:** day care service for adults with learning disabilities
- **SALS Shoes:** children's footwear provision for local families in need

For each of the above services, the Community Services Manager will ensure:

- Effective and Efficient overall delivery of the service, with adequate physical and human resources in place to meet the demands of the service, in line with agreed budgets
- All monitoring needs are completed in the agreed timescales as per funding or grant agreements, as and when relevant. (The details will differ depending on the service.)
- Timely and accurate reports are submitted as required by external funders and senior leadership team / board members
- Compliance with regards to Safeguarding, Health and Safety and Data Protection and any other internally agreed policy and procedure
- The provision of effective line management support and supervision to the staff involved in coordinating above projects, ensuring performance is monitored and targets are met in line with the charity's policies and procedures
- Excellent customer service is maintained using any customer feedback to aid improvement
- Areas for development / growth are routinely identified and communicated with the CEO
- Positive and professional representation on behalf of the charity whenever involved in meetings with external partner agencies

Volunteers:

The Community Services Manager will be responsible for the line management of the Volunteer Coordinator, ensuring that volunteer roles are filled according to safer recruitment procedures, clear and comprehensive induction processes and in compliance with all relevant legislation and best practise. The Community Services Manager will also be responsible for ensuring that the wellbeing of volunteers is effectively resourced and implemented.

Senior Leadership Team

The post-holder will be a member of the senior leadership team and as such will contribute in the following ways:

- Preparing reports for the board of trustees
- Contribute towards the charity's strategic plan to continue developing community outreach services that meet local need
- Contribute towards the development and implementation of policies and procedures with particular regard to the Community Services Manager's areas of responsibility

Community Services Manager

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE	SKILL SET
X		<i>Highly motivated by compassion, equality and social justice</i>
X		<i>Proven track record of creativity and innovation meeting charitable objectives</i>
X		<i>Senior management / leadership experience ensuring all projects have adequate physical and human resources in place</i>
X		<i>Experience of recruiting, resourcing and managing a team of volunteers in a charity setting</i>
X		<i>Ability to lead teams of staff to target whilst maintaining an insight for ongoing project development</i>
X		<i>Experience of working in the charity sector, especially in the development of community-based projects</i>
X		<i>Proven track record of setting up cost-effective and robust community projects that deliver on targets</i>
X		<i>Working knowledge of Safeguarding legislation and best practise</i>
	X	<i>Experience of ensuring organisational compliance with Safeguarding legislation</i>
X		<i>Working knowledge of Data Protection legislation and best practise</i>
X		<i>Experience of managing contracts and fostering good relationships with external partners</i>
X		<i>Awareness and experience of recruitment (including safer recruitment practises)</i>
X		<i>Strong organisational skills (especially in a community project setting)</i>
X		<i>Good experience and proven track record of effective multi-project management and the balancing of priorities</i>
X		<i>Proven ability to work flexibly, comfortably adapting to the changing needs of the charity</i>
X		<i>Excellent customer service skills</i>
X		<i>Excellent communication skills (written and verbal)</i>
X		<i>Experience of maintaining records and writing reports for trustees, commissioners, and other funding bodies</i>
	X	<i>Practising Christian who is active within their church community</i>
	X	<i>Experience of working in a senior leadership team and contributing to the overall strategy of a charitable organisation</i>
	X	<i>Senior management qualification or relevant accredited training</i>

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The Values of St Paul's Centre

As a Christian organisation we will:

- Seek to share our faith in Jesus Christ.
- Employ best business practice at all times.
- Use our people, money, facilities and time to the best use of those who need our help.
- Be credible, dependable, caring and trustworthy.
- Strive to be environmentally friendly.

To those who work with us we will:

- Provide a safe, healthy and supportive environment in which to work.
- Be honest, open and clear in all of our communications.
- Treat each person with fairness, respect and care.
- Have an agreed personal development plan.
- Encourage each person to share and promote these values.

To those who need our help we will:

- Give the best quality help we can.
- Respond as fast as we can.
- Treat each person with respect.
- Provide an honest and friendly service.
- Act as advocates for them

If you'd like to apply for the role of **Community Services Manager**, then please send your CV along with a completed application form to admin@stpaulscentre.org.uk before midnight on **Tuesday 15 April 2025**