



## Job Description

**Position:** Community Services Manager

0.8 4 days (although this is flexible and could be increased/decreased and job description to be amended accordingly)

£32,000 - £36,000 Per Annum based on experience

Reports to: CEO

### Overall Job Purpose:

- To work with the CEO to achieve Alive's aims of improving the lives of older people and their carers
- To oversee a team delivering varied services within the community, for all older people, including people living with dementia. These services include our Gardening and Horticultural Therapy services, and our Dementia Meeting Centres
- To ensure all service policies are up to date and compliant
- To promote all services to funders, professionals and networks and public
- To work with service managers to develop existing and new services
- To work with the Trusts and Grants Officer to prepare bids and service proposals
- To run co production exercises and analyse evaluation data to continually improve Alive's projects and services
- To be part of the organisations Senior Management Team and support the CEO with strategic and organisational decisions

### Main duties and responsibilities:

- To ensure all services are fully and adequately staffed, providing adhoc cover for running different groups when required
- To run a dementia group on a regular basis, one day a week
- Responsible for the recruitment, supervision, appraisal, induction, development and performance management of staff working within the Community Services Team.
- Lead regular service days, bringing gardening facilitators and dementia service workers together for learning and peer support
- Liaising with funders and commissioners ensuring services are providing up to date reporting
- Be the organisation's safeguarding lead, including for younger people
- Keep up to date with the sector and ensure Alive's work is informed by the wider world
- Recommend funding pots to the trusts and grants officer and work with them and project staff to produce suitable projects.
- Work with the marketing department to ensure the website is up to date and groups are promoted when needed
- Support the CEO with report preparation for Board meetings
- Run staff meetings when CEO is absent

## **Person specification:**

### **Experience**

#### **Essential:**

- Experience of working with people with dementia and their carers
- Experience of managing a team of staff and volunteers
- Experience of working in the care sector or with vulnerable adults
- Experience of managing evaluations of projects and services
- Experience of contributing towards organisational policies and strategic plans
- Planning and writing project proposals for funding bids
- Complying with or writing data protection and GDPR policies
- Public speaking and representing an organisation at conferences and meetings
- Experience of managing budgets and strategic planning

### **Skills and Knowledge:**

#### **Essential:**

- Understanding the principles and practices of providing person-centred, co-produced and accessible services
- In depth understanding of dementia and able to run activities for people living with dementia
- Excellent record-keeping and budget management skills
- Ability to establish good working relationships with staff, management, volunteers, family members and local communities
- Ability to multi-task, prioritise and take the initiative to solve problems
- Strong organisational skills, with attention to detail
- Ability to work independently, proactively and under own initiative
- Excellent written and verbal communication skills and phone manner
- Computer literate and familiar with using common Office (365) programmes
- Good understanding of computer and technology hardware.

#### **Desirable:**

- Educated to degree level or equivalent experience
- Experience of service design and co-production principles
- Knowledge of volunteer management

### **Personal attributes**

#### **Essential:**

- Passionate about improving the lives of vulnerable older people
- A compassionate leader who can nurture a close, hardworking, creative team
- Analytical thinker who can help with long term strategic planning
- Creative thinker who can develop new ideas and turn them into action
- Good public speaker able to represent Alive at conferences and in strategic meetings
- A self-starter, able to work independently on their own initiative, and as part of a team
- Organised and able to multi-task in a busy open plan office
- Flexible and adaptable with a real can do attitude
- Positive and enthusiastic outlook
- Friendly and approachable team player

- Ability to create a warm, safe, welcoming environment and foster positive relationships for older and young people alike

## **Other requirements**

### **Essential:**

- Willingness to travel across the area covered by the services
- Willingness to travel nationally as the role requires
- Willingness to take a DBS check

### **Desirable**

- Portable online DBS (enhanced disclosure)

## **Terms and Conditions of employment**

**Salary:** £32,000 to £36,000 p.a. pro rata depending on experience, plus pension. Salaries are paid monthly in arrears and reviewed annually.

**Conditions of employment:** This is a permanent role on 4 days per week We work a 7.5-hour day. Annual holiday allowance is 25 days plus Bank Holidays pro rata. Some occasional evening and weekend work may be required.

**Location:** Alive is based at the Create Centre, Smeaton Road, Bristol BS1 6XN. Some occasional travel will be required as part of the role. You will be able to work from home for part of the week.

Please note: This job description is for guidance. Employees are expected to be flexible and co-operative and to undertake additional duties as required.

The closing date for applications is 5pm 7<sup>th</sup> November 2024 with interviews being held 14/15 November and second interviews 21/22 November.

Please send in your CV with a covering letter detailing why you match the job description and would like to work for Alive. Please send your information in to [info@aliveactivities.org](mailto:info@aliveactivities.org) by 5pm 7<sup>th</sup> November. If you would like any further information or for an informal chat, please call the CEO, Isobel Jones on 0117 377 4756 or email [info@aliveactivities.org](mailto:info@aliveactivities.org)

