

Job Description

Learning and Work - Service Manager

Funding for this post is initially until 31st March 2019

For almost 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with the homeless and vulnerable to transform their lives.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1 General

Cyrenians provides a range of services and opportunities for people to move into and towards work. Employment not only provides an income and financial independence but provides people with a sense of worth, belonging and offers the opportunity for healthy social interaction.

We have an ambitious plan to develop the scope and range of our employability services to meet new and emerging needs. We are therefore seeking a highly competent, experienced and ambitious manager to ensure that our services are implemented and delivered to the highest standard.

This role requires an innovative, tenacious and talented person with a passion for providing excellent operational management, within an environment of continuous improvement, and an excellent understanding of the barriers which can often be faced by those who have been, or continue to feel, excluded.

2 Main Tasks and Responsibilities

The Learning and Work Service Manager will:

- Provide operational management to our Market Led Training programme. This service is funded by Skills Development Scotland to coordinate and support job seekers and employers by providing bespoke training which helps people into real job opportunities.
- Provide operational management to our Key to Potential project for young people. This outreach project is currently funded through a variety of sources (e.g. Capital City Partnership, Robertson Trust) and supports young people, coming up to school leaving age, who have been identified as at risk of leaving school to 'no positive destination'.
- Provide operational management to our Foundations to Employment project that works with individuals who face multiple barriers, including complex needs, a history of offending, substance misuse, in accessing employment, training and volunteering opportunities.
- To identify and develop business opportunities and to follow up on openings that can create new, and expand existing, Learning and Work activities and services.
- Support the organisation to implement new employability initiatives, with a particular focus on opportunities that equip people with the confidence, skills, qualifications and experience to move into work.

3 Additional tasks

Manage people and resources to deliver on operational plans

- Manage a team of staff within the relevant HR policies and procedures of the charity.
- Participate in learning and training.
- Ensure that all staff within areas of responsibility have the skills and learning opportunities to be highly effective in their roles.

Ensure compliance and standards are met

- Ensure all areas of activity meet and, wherever possible, exceed contract and funding compliance.
- Liaising with key representatives of funders and commissioners.
- Ensure all areas of activity are working within budget, making best use of resources available.
- Ensure clear, professional and consistent management of activity through use of robust policies and procedures.

Monitor, report and evidence achievement

- Ensure all activity is appropriately monitored and reported on – evidencing impact.
- Provide relevant monitoring information to funders and commissioners.
- Ensure all staff in the team have the required skills and competencies to plan and monitor their work.
- Provide regular reports on activity and impact to relevant internal and external audiences.

Market activities to gain custom, profile and support

- Lead and contribute to Employability opportunities across the organisation with a particular focus on opportunities for those out of work.
- Oversee the production and use of high quality marketing materials and other profile building activity.
- Disseminate the results of monitoring and evaluation to demonstrate the impact of the work of the charity.
- Lead on funding applications, tendering exercises and fundraising events to ensure the continued delivery and development of activity.

Network, update and feed into key market intelligence

- Working closely with Cyrenians' colleagues, lead and contribute to the establishment of strong working relationships and partnerships with key employers, learning providers and others.
- Ensure team members are involved in the relevant markets and networks, managing knowledge across the immediate team and wider staff group. This includes, in particular, the Edinburgh Joined up for Jobs network.
- Keep up-to-date with changes and developments in the field through attendance at networks; good practice visits; timely response to potential opportunities and reading of relevant publications.
- Using the charity's collaborative working policy, work in partnership with other agencies to deliver high quality services.

4 Person Specification

Knowledge and Experience	
Experience in the delivery and management of employment related services.	Essential
Solid understanding of the external environment in which employability services operate and how this impacts on our work	Essential
Strong management skills, at least 3 years' experience, and an ability to lead and motivate others.	Essential
The ability to manage recording systems to demonstrate effectiveness and ensure accountability for all activity.	Essential
Strong networking skills and experience of liaising with a range of stakeholders including local authorities and funders.	Essential
Commitment to quality assurance and high standards in service delivery.	Essential

Experience of producing and disseminating powerful reports and impact information to internal and external stakeholders.	Essential
Budget and financial management experience.	Essential
Excellent IT skills.	Desirable
Ability to establish strong partnership and to work collaboratively with other agencies and services.	Essential
Experience of working with individuals who face multiple barriers in accessing employment and training.	Desirable
Experience of securing funding through grant applications and competitive tendering.	Essential
Experience of managing outreach projects	Desirable
Qualifications and training	
Degree or equivalent experience.	Essential
Values and attributes	
Ability to work as part of a team.	Essential
A commitment to staff training and development.	Essential
A strong commitment to service excellence.	Essential
A commitment to continuous improvement.	Essential
The ability to create and manage extensive networks.	Essential
The ability to delegate and empower staff.	Essential
Excellent written and verbal communication skills.	Essential
Ability to multitask and meet deadlines.	Essential
Other	
Awareness of current labour market conditions.	Desirable
Awareness of Edinburgh's Job Strategy.	Essential

5 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians' Board of Trustees (via the Chief Executive)
<u>Line Manager:</u>	Head of Services
<u>Liaison with:</u>	Cyrenians' Leadership Team, Social Enterprises
<u>Workplace:</u>	Edinburgh
<u>Working Hours:</u>	28 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	SCP31-36: £29,110 - £33,172 pro rata. This equates to a pro rata salary of £22,029 for a 28 hour week at SCP31.
<u>Pension:</u>	Auto-enrolment, where applicable, into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 3% employee and 2%

employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
The post is funded until the 31st March 2019.
PVG membership is required

Funding:
Disclosure:

6 Application deadline and Interview dates

Closing date: **12 noon, Monday 7th May 2018**
Interview date: **15th May 2018**
Second stage: **TBC**

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.