

## Job Description

# Learning and Work - Service Manager

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based.

We meet people where they are, and support them towards where they want to be.

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 provide a range of services within our Learning and Work Pillar, which support people to overcome challenges, to provide opportunities for people to progress and opportunities for people to move into and towards work.

Cyrenians believe 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. Our services are designed around the employability pipeline and we use Outreach as a form of delivery within the Learning and Work portfolio, these include:

- 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'.
- Foundations to Employment is an outreach 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. Currently funded by Capital City Partnership and the Oak Foundation.
- Creative Natives Project. Creative Natives is a flexible safe space where young people who may have mental wellbeing issues, be neuro diverse or LGBTQ+, can express their creativity in an experimental non-pressured environment with the support of designers/artists with additional support keywork.

The post holder will be responsible for ensuring services are delivered effectively, and staff are well supported to carry out their jobs to a high standard. They will also ensure services are compliant with regulation and specific requirements of the funder, and monitoring and evaluation systems are in place and demonstrating our impact.

In addition to this, the role will work closely with the Senior Service Learning & Work Manager to identify and respond to opportunities to grow these areas of our work and reach more people.

---

## **2 Tasks and Responsibilities**

---

### **Manage people and resources to deliver on operational plans**

- Provide operational management to the services within Learning & Work portfolio.
- Manage a team of staff within the relevant HR policies and procedures of the charity.
- Ensure staff have opportunities to 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.

### **Service Development**

- To identify and develop business opportunities and to follow up on openings that can create new, and expand existing, activities and services.
- Completing funding applications and tenders
- Support the organisation to implement new initiatives, to meet new and emerging needs

### **Other**

- Participate in service team/planning meetings and reviews.
- Maintain individual work plan which is consistent with the overall service plan.
- Participate in annual performance review and supervision sessions.
- Undertake training which is appropriate to the project's needs.
- Co-produce staff objectives and carry out annual performance appraisals.
- Participate in, and contribute to, Cyrenians management team meetings.

- Ensure that organisational policy and procedure is followed in relation to Human Resources.

### 3 Person Specification

|   |           |
|---|-----------|
| <b>Knowledge and Experience</b>   |           |
| Experience in the delivery and management of frontline 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.  | Essential |
| Ability to establish strong partnerships and to work collaboratively with other agencies and services.                    | Essential |
| Experience of working with individuals who face multiple barriers in accessing employment and training.                   | Essential |
| Experience of securing funding through grant applications and competitive tendering.                                      | Essential |
| Experience of managing outreach projects  | Desirable |
| Understanding of the employability pipeline, especially pre-pipeline and stages 1 and 2                                   | Desirable |
| <b>Qualifications and training</b>  |           |
| Degree or equivalent experience.  | Desirable |
| <b>Values and attributes</b>  |           |
| A strong commitment to service excellence   | Essential |
| A reflective leader with a commitment to continuous improvement   | Essential |
| The ability to create and manage extensive networks, and to influence using our experience and examples                   | Essential |
| A good team player with the ability to delegate and empower staff   | Essential |
| Excellent written and verbal communication skills.  | Essential |
| Ability to multitask and meet deadlines.  | Essential |
|   |           |

|  |           |
|--|-----------|
| <b>Other</b>                                   |           |
| Awareness of current labour market conditions. | Desirable |
| Awareness of Edinburgh's Job Strategy.         | Desirable |

---

## 4 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 and Management Team, Social Enterprises   |
| <u>Workplace:</u>      | Edinburgh  |
| <u>Working Hours:</u>  | 37 hours per week  |
| <u>Annual Leave:</u>   | 25 days plus 10 public holidays  |
| <u>Salary:</u>         | SCP31-36: £30,740 - £35,030 per annum  |
| <u>Pension:</u>        | Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 3% employee and 2% employer, increasing to 5% employee and 3% employer on 01 April 2019. 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%) |
| <u>Disclosure:</u>     | PVG membership is required   |

---

## 5 Application deadline and Interview dates

---

|                        |   |
|------------------------|---|
| <u>Closing date:</u>   | <b>Noon on Monday 1<sup>st</sup> November</b>       |
| <u>Interview date:</u> | <b>Thursday 11<sup>th</sup> November in Falkirk</b> |
| <u>Second stage:</u>   | <b>Monday 15<sup>th</sup> November in Edinburgh</b> |

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