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Job Description

# Job Title Community Services Development Manager- Children and Young people

**Location**  4A Washbrook House, Lancastrian Office Centre, Talbot Road, Old Trafford

**Salary** £17.66 per hour/£32,141.20 per annum

**Band** G

**Hours per Week** 35 hours per week

**Annual Leave** 25 days plus 10 Statutory holidays (pro-rata for part time / term time roles)

**Reports to** Director

**DBS Check** Enhanced DBS check

**Job Summary**

As a member of the senior management team you will play a key role in the strategic development of Henshaws Knowledge Village and Community Services to support Children and Young People.

You will ensure Henshaws continues to develop and lead on the award winning and nationally recognised service provision.

You will work strategically with partners and share our knowledge to our CYP community across Greater Manchester, Merseyside, the UK and beyond.

You will lead on our triangle of care strategy for CYP; an alliance between service user, professional and carer/wider support network, to support enablement, habilitation and sustain well-being and independence.

You will take the lead to ensure services are developed and delivered to the vision and values of the society, and opportunities are presented in light of the society’s evolving strategy and direction.

**Key responsibilities**

* To work with the Community Services SLT and director to continually review operations, review and implement Henshaws CYP strategy to establish long term financial sustainability.
* To operate effectively as a project manager and oversee the successful management, monitoring and reporting of contracts, service level agreements ensuring contractual and reporting compliance.
* To proactively seek out emerging opportunities and reinvigorate existing partnerships in light of the charity’s evolving CYP strategy and direction.
* To provide leadership and day to day management to staff members responsible for and Children and Young People Services across community services.
* To provide leadership to CYP sessional workers and volunteers group leaders local events and networking days.
* To ensure the CYP programmes are quality assured and recognised across the CYP sector.

* To develop and influence local, regional and national partners to ensure Henshaws CYP Services are recognised and featured in service delivery plans.
* Work collaboratively with the Trusts & Grants Manager to provide the required operational information, to develop funding applications that generate operational trust and grant income for Henshaws Community Services.
* Work collaboratively with the Fundraising Team to provide the relevant resources to enable CYP groups, to raise awareness and funds for Henshaws in the community and to support the on-going sustainability of our services
* Work collaboratively with Marketing to provide the relevant resources to programmes and activities to raise awareness of Henshaws in the community.
* In collaboration with the Research and Information Manager gather intelligence and insight on local data, strategies and priorities, ensuring that this is used across Henshaws in a structured manner and to the benefit of the society.
* In collaboration with the Business Development Team provide the required operational information to develop business cases that generate operational fee based income.
* To lead a children’s council to promote and embed Henshaws coproduction principals
* To lead and develop CYP training programmes for staff internally and for partners and our virtual audience.
* To prepare appropriate reports for the various support groups (Business and Steering) on the operations against the strategic and operational plan inline with the approved budget, and on all matters relevant to the discharge of their responsibilities.
* To develop, review and update policies and procedures with specific focus on Henshaws vulnerable adults and children’s policy and be the safe guarding lead.
* Ensure an annual calendar/ timetable of operational activities are in place and are appropriately resourced and budgeted against accordingly with Society financial policies and procedures.
* Promote the Society by maintaining networks with all principal supporters and stakeholders and to use those networks to embed the Society into partnerships with the wider VI sector for the benefit of local people with visual impairments

**Society Wide Responsibilities**

* Attend all Henshaws mandatory and compulsory training sessions, taking responsibility to ensure training is up to date at all times.
* Take responsibility for your own personal and professional development, including CPD where appropriate.
* Facilitate training and knowledge sharing across Henshaws Society, and other providers where appropriate.
* Adhere to and support others to uphold Henshaws Values: Inspiring, Proactive, Sharing, Compassionate, Empowering, Informed
* Offer a flexible approach to working hours to meet the needs of the organisation.
* Represent Henshaws in professional manner at all times, contributing to fundraising, marketing and recruitment activities for Henshaws Society as required.
* The employee may on occasions be called upon to undertake work in other locations in order to ensure obligations to students, service users and third parties are fulfilled.
* Comply with Henshaws Health & Safety requirements and be aware of and adhere to current Henshaws policies and procedures. To provide operational Health, Safety and Wellbeing leadership across all areas of the team and wider organisation. To take action to prevent accidents, injuries and work related illness.  Ensure all accidents/incidents and safeguarding concerns are recorded and managed in line with Henshaws policies and procedures.
* Any other duty as required by the line manager commensurate with the post.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the
desirable criteria to produce the shortlist.

****All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

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|  | **Criteria** | **Essential or Desirable** | **How Identified***Application form / Interview / Selection test / copy of certificates.* |
| **Skills and Experience** | Experience of developing and implementing development plans including new income streams | Essential | Application formInterview |
|  | Experience of developing quality assurance  | Essential | Application formInterview |
|  | Experience of financial management and budget control  | Essential | Application formInterview |
|  | Specific knowledge of funding and service delivery models that support people with a visual impairment.  | Essential | Application formInterview |
|  | Experience of effective collaborative working with external stakeholders including other agencies  | Essential | Application formInterview |
|  | Experience of working with volunteer Boards or equivalent non-executive bodies  | Desirable | Application formInterview |
|  | Experience of leading and managing a multi disciplinary team across various locations | Essential | Application formInterview |
| **General & Specialist Knowledge** | Understanding of the needs of clients with visual impairments, learning difficulties and/or other disabilities. | Essential | Application formInterview |
|  | Understanding of effective multi-agency partnership working  | Essential | Application formInterview |
|  | Experience, Knowledge of providing services to Children and Young People with a visual impairment or disability.  | Essential  | Application form Interview  |
|  | Experience of reviewing and up-dating policies and procedures with specific focus on vulnerable adults and children’s policies.  | Desirable  | Application form Interview |
|  | Experience, knowledge or understanding of specialist methods of communication, i.e. Braille, BSL, Makaton etc. | Desirable | Application formInterview |
| **Education & Training** | Educated to Degree standard or equivalent in a relevant subject, for example, Education, Health & Social Care, QTVI, Habilitation etc  | Desirable | Application form / Certificates |
|  | A relevant management/ project management qualification or evidence of Continuing Professional Development | Essential  | Application formCertificates |
|  | Willingness to complete training for continued professional development. | Essential | Interview |
| **Special Requirements** | Commitment to the aims and mission of Henshaws Society for Blind People | Essential | Application formInterview |
|  | Enthusiasm to work with people to encourage learning and independence | Essential | Application form Interview |

**Henshaws will make every endeavor to make any reasonable adjustments for applicants who require assistance in carrying out their duties due to a disability.**

**Henshaws is committed to safeguarding vulnerable adults and children. The post holder may be required to complete an enhanced DBS disclosure check including barring lists for Adult and/or child barring services.**

**Henshaws is committed positively welcomes applications from all sections of the community.**