



Working Together Ludlow

to include people with learning difficulties

Job Description

Working Together Development Manager

24 hours per week £30,000 pro rata

Responsible to: Chair of Trustees

Responsible for: All members, staff and volunteers

Key Objectives:

- Provide strong leadership, direction and management in relation to all aspects of Working Together
- Ensure high quality service delivery with strong working relationships with our members, their families and carers
- Facilitate the continued expansion and development of Working Together services through increasing engagement and new income streams
- Represent Working Together and develop and maintain relationships with stakeholders, partners and referral agencies
- Maximise volunteering and fundraising opportunities and strengthen Working Together's positive profile within the local community
- Implement the forward plan and report to the Trustees, ensuring we meet the needs of our members and our charitable objects.

Accountabilities

- Provide clear leadership, direction and management for the Charity, its members, employees and volunteers
- Act as a source of inspiration, motivation and support
- Ensure all members have personal plans which are regularly reviewed and updated
- Ensure all employees and volunteers understand the charity's objectives and receive regular briefings and performance reviews
- Develop and maintain systems to monitor organisational progress against the Operational and Business Plans
- Work with and support the Trustees to ensure good governance of the organisation
- Ensure that the legal requirements of the Registered Charity and Company Limited by Guarantee are met
- Attend and report to the Trustees as required, reporting management information in a timely and accurate manner, to reflect the service delivery and other achievements of Working Together
- Ensure that the Trustees are kept abreast of changes in legislation, policy and other drivers of the organisation's work
- Oversee Health & Safety ensuring a "safety-first" culture, monitoring key areas of risk
- Work with the Trustees to ensure adequate internal controls are implemented in order to minimise risk

Service Delivery

- Ensure the continued development, quality and effectiveness of service delivery
- Develop and maintain a thorough knowledge of service provision for adults and young people with learning disabilities, including relevant government agenda, local and national support services
- Evaluate activities to ensure that an efficient, effective, quality service is being provided for all
- Facilitate and encourage consultation with members, their families and carer to ensure Working Together continues to be responsive to their needs and acts as an advocate on their behalf
- Monitor demand for services, encourage and promote increased engagement and manage resource allocation, including providing hands on cover at times of staff absence or shortage
- Evaluate, cost and implement new initiatives and service delivery opportunities
- Ensure that, where contracts are in place for service delivery, all contractual requirements are met
- Develop and maintain relationships with referral agencies and partners.

Profile and Influence

- Increase Working Together's profile, reach and influence
- Represent the charity's aim and services in the wider context of the health and social care sector, and participate in partnership meetings and other forums as relevant and beneficial to our members
- Positively represent and promote Working Together
- Produce the Working Together newsletter and manage the website and social media
- Oversee any fundraising and manage & develop new income streams
- Build and maintain excellent relationships with Working Together supporters
- Build on existing fundraising activity, developing new and imaginative fundraising activities

Human Resources and Administration

- Oversee the HR functions of the Charity including: Recruitment, training, development and appraisal systems
- Ensure that staff and volunteer resources are used as effectively and efficiently as possible
- Build a strong shared sense of identity, culture and team work
- In conjunction with the Treasurer and Finance Assistant, take responsibility for: Production of the annual budget for approval by the Trustees; reporting of management information; ensuring the Board fulfils its statutory reporting requirements
- Ensure that expenditure is properly approved, recorded and managed in line with agreed budgets and the Charity's policies

Any other responsibilities commensurate with the role or required to fulfil the expectations of the position

Person Specification:

Knowledge and Experience

- Management experience: preferably in a voluntary sector or health or social care organisation
- Knowledge and understanding of working with adults and young people with learning disabilities
- Direct involvement in the development of strategy, business plans and organisational policies
- Sound financial awareness, including experience of managing and controlling budgets/resources/funding/audit and an understanding of financial management procedures
- Experience of fundraising and income generation
- Experience of people management, including personal development and objective setting
- Experience of working with and managing volunteers
- Experience of marketing and promoting an organisation to increase awareness and support
- Experience in working with, and implementing, quality systems to ensure high quality services are delivered
- Experience of health and safety and risk management

Skills, Abilities and Competencies

- Committed and highly self-motivated with ability to enthuse, inspire and motivate others in order to ensure the objectives of the Charity are achieved
- The ability to work in a self-directed manner, and as part of a team, including ability to develop and build good working relationships with all stakeholders and partners.
- Excellent organisational, written and verbal communication skills
- The ability to network and communicate with a wide range of personnel including social care professionals and commissioners
- Highly professional approach to all tasks
- Ability to work under pressure and manage competing priorities
- Good organisational, administrative and time-management skills
- Computer literacy in dealing with standard MS Office packages, including spreadsheets
- Willingness and ability to get stuck in and do whatever needs doing at the time it needs doing



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