



TRAFFORD CARERS CENTRE

Job Description – Centre Manager

Job Title:	Centre Manager
Accountable to:	Chief Executive Officer
Job Purpose:	To support CEO in regards to management and actively promote a qualitative and effective Carers Centre. Ensure quality management of advice services and finance function. To support the strategic development of the service and to monitor, assess and develop Service Quality Standards.
Salary:	£28,000
Hours:	35 hours per week 9.00am – 4.30pm Some evening and weekend work will be required in accordance with the needs of the business.

Principle Duties and Responsibilities

1. To provide support to the CEO in the leadership and development of the Trafford carers services and to assist the CEO and Board of Trustees in fulfilling its responsibilities in the governance and strategy of the Charity.
2. To monitor and forecast and set budget figures with the Finance Administration Officer for income and expenditure and inform the CEO of any changes or issues.
3. To review management and other structures to ensure effectiveness and Implement change where necessary
4. To assess the Centre services, initiating and developing new areas of work as appropriate – within resources or with new funding.
5. To manage any public relations campaigns ensuring the Centre and its work with carers and its achievements are widely promoted.
6. To work in collaboration with other organisations on any partnership projects or developments.

7. To ensure appropriate mechanisms are maintained and developed to inform carers and give carers a voice on issues affecting them, working with Fundraising Manager to conduct caring in Trafford reports.
8. To form and Chair a Carers Board to support Board of Trustees and Trafford Council and CCG.
9. To keep informed about issues affecting carers. Be the first line for complex carer issues and enquiries from the Casework Navigator team.
10. To ensure relevant information on carers issues is monitored, analysed, assessed and responded to where necessary.
11. To ensure the recording of unmet needs and gaps in service is consistent and comprehensive and that this information is presented to local authorities, health bodies or used for funding applications.
12. To attend courses conferences and seminars, within resources, in order to act as a resource on carers issues.
13. To ensure, by using appropriate quality assurance systems to monitor and evaluate that the Centre provides efficient and effective services for carers in line with the best value policy.
14. To monitor quality assurance as it pertains to the services and units under the auspices of Charity Law, regulatory bodies and funders.
15. To be responsible to the Trustees for the day to day management, development and performance of the Centre and reviewing quality and performance.
16. To maintain and adhere to PQASSO and Carers Trust Quality standards.
17. To respond to any complaints following the complaints policy.
18. To have overall responsibility of the maintenance of the building
19. To be responsible for the health, safety and welfare of the Centre staff, volunteers and visitors in accordance with Health and Safety legislation and Centre Policies
20. To oversee the maintenance, security and safety of the property and equipment owned or leased by the Centre.

ESSENTIAL	DESIRABLE
TRAINING, EXPERIENCE AND QUALIFICATIONS	
<p>Professional management qualification</p> <p>Membership of professional Body</p> <p>Prior management experience</p> <p>Successful strategic and day to day management of organizational financial services</p> <p>Proven track record of successful “business” strategy in a medium charity</p> <p>Experience of organisational legal responsibilities</p> <p>Demonstrable experience of management of change</p>	<p>Degree or Equivalent qualification relevant to the post</p> <p>Previous experience of working within the health and social care sector</p> <p>senior experience in a people focused /social/health care /Charity</p> <p>Experience of following through fundraising approaches from research through to soliciting and securing donations</p>
KNOWLEDGE AND SKILLS	
<p>Excellent interpersonal skills</p> <p>Business focused</p> <p>Financially aware, with high level negotiation skills</p> <p>Visionary strategist with the ability to lead</p> <p>Ability to develop and maintain networks</p> <p>Able to lead and motivate staff and to supervise senior management</p> <p>Knowledge of charity / voluntary sectors</p>	<p>Knowledge of carers</p> <p>Knowledge of financial management</p> <p>Experience of human resource management</p> <p>Knowledge of quality systems</p>

INTERPERSONAL SKILLS	
<p>Understand and respect the Centres' mission, aims and values</p> <p>Strong organisational skills with the ability to inspire trust</p> <p>To be decisive and proactive with dynamism and energy</p> <p>Ability to communicate effectively and have a strong presence</p> <p>A quick and confident decision-maker with the experience and ability to manage change</p> <p>Strong negotiating, influencing and inter-personal skills and the ability to represent the charity internally and externally</p> <p>Able to work across functional and stakeholder groups</p>	