

Job pack

Community Services Manager



This pack contains the following sections:

- About the employer: Age UK Hillingdon, Harrow and Brent
- How to apply
- Role description and Person Specification

Age UK Hillingdon, Harrow and Brent is the leading provider of services for older people across the three west London boroughs. We are an independent local charity and are affiliated through a brand partner agreement to Age UK.

Age UK HHB provides support and services to around 15,000 older people per annum under the following broad categories:

Information and Advice

A core service across our three boroughs and an entry point for older people into receiving support. We provide quality assured (AQS) advice on a range of issues such as benefits (including support with form filling), housing, blue badge applications, taxi-card and dial-a-ride applications, council tax relief, will writing etc. We support older people to access over £1 million of unclaimed benefits each year.

Community Support

We facilitate a wide range of social activities and other wellbeing support.

Hospital Services

We provide services at Hillingdon Hospital & Northwick Park Hospital supporting older people both at A&E and on discharge, helping to reduce the need for unnecessary admission or readmission. We also provide a physio led Falls prevention programme which provides individually tailored support for older people at risk of falling in their own home.

Paid for Services

We run a successful domiciliary support service – our staff can support older people to go shopping, attend hairdresser/GP appointments etc or carry out domestic tasks at home. We also provide a Homeshare scheme where older people who have a spare room and would like some companionship and support are paired up with younger people in search of affordable lodgings. We also provide a Trusted Trader service that vets local traders with a view to making it more difficult for rogue traders to take advantage of older people.

Partnerships

Age UK HHB is a founder member of 3ST <https://www.3stnwl.org.uk/> and H4All <https://www.h4all.org.uk/>. We are a board member of Harrow Together and we lead the Older People's Network in Brent. Partnership work is a core component of our strategy and many of our services are delivered in partnership with other local charities.

How to apply

For more detailed information on how to make the most of your application, please see the **Application Guidance Notes** on our website [Working for Us \(ageuk.org.uk\)](https://www.ageuk.org.uk/working-for-us)

Candidates are advised to structure their essential information in the application form in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge. Please note we do accept CV's but it will need to be accompanied by Age UK HHB Application Form.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting hr@ageukhbb.org.uk

What we offer

- Flexible Working
- Hybrid Working
- Compressed hours available
- Job share considered/ Part time hours considered
- Training and development
- 5% pension contribution
- Health plan with employee assistance and 24 hour support
- 26 days annual leave (plus bank holidays) rising to 30 days
- London Living Wage employer

The Role: Community Services Manager

Salary: £30,000 – £34,000 per annum (depending on experience)

Hours: Full time – 35 hours per week

Responsible to: Head of Services

Employed by: Age UK Hillingdon, Harrow and Brent

Based at: Townfield Community Centre, Townfield Road, Hayes, UB3 2EL with travel to Age UK workplaces within Hillingdon, Harrow and Brent and across North West London as required. Flexible and home working options are available to all staff subject to negotiation and service need on successful completion of induction

Role Purpose

Main purpose of the job:

To enable older people in Hillingdon, Harrow and Brent including people from Black and Minority Ethnic Communities (BAME) and people with Disabilities to maintain active, healthy lifestyles within their local communities through the development and provision of a range of high quality Social Wellbeing and Community Services.

Main duties and responsibilities (role profile)

Service Development and Provision

- Manage the day to day running and development of Social Wellbeing services to ensure that these services are delivered to a high standard; this includes the range of social and activity groups, Good Neighbour services and community centre activities
- To develop activities and opportunities across Hillingdon, Harrow and Brent to reduce isolation, improve wellbeing and support later life planning
- Cascade organisational goals and objectives to staff and through them to volunteers, ensuring that all staff and volunteers are provided with up-to-date information resources relevant to their role
- Ensure appropriate staff and volunteer cover for each service and source external provision as appropriate
- Coordinate the production of publicity and promotional material for the services
- Ensure feedback from service users is collated in accordance with approved systems operated by the organisation. Coordinate the outcomes and pass to the Director of Services for use in influencing the future development of Social Wellbeing services
- Produce information and reports on performance of the Social Wellbeing service as required by the Head of Services

- Ensure all activities within the Social Wellbeing service meet and integrate with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care
- Manage and develop Townfield Community Centre activities and liaise with the Resource Team regarding bookings to ensure optimum usage and income

Staff and Volunteer Management and Support

- Line manage, develop and motivate staff and through them, as appropriate, volunteers, to fulfil their role requirements
- Recruit all new staff and volunteers within area of responsibility. Assess the training needs of all staff and ensure these training needs are met
- Undertake regular staff supervision and support and undertake staff appraisals at regular 12-month intervals
- Oversee the appointment, deployment, training and development of volunteers who work within the Social Wellbeing service, ensuring a once-a-year review meeting is carried out
- Ensure that all volunteers working with the Social wellbeing services are adequately supported on a day to day basis
- Establish and maintain effective lines of communication with both Social Wellbeing Service staff and volunteers including organising monthly staff meetings and ensure monthly volunteer support meetings take place
- Help to solve any performance or grievance issues in line with policies and procedures. Communicate staff and volunteer problems, suggestions and recommendations to the Head of Services

Financial and Administration Management

- Manage and control Social Wellbeing expenditure within agreed budgets
- Contribute to budget planning and preparation, identifying potential spend in the year
- Ensure staff and volunteer expenses are authorised in line with Age UK HHB policy and procedure
- Ensure that all payments and receipts are processed in line with Age UK HHB policy and procedure
- Ensure that all enquiries, responses and actions are recorded accurately to ensure the efficient running of the service

Collaborative Working

- Develop efficient referral networks and forge strong links with other voluntary, community and statutory organisations to publicise and build the image of the Social Wellbeing service
- Work closely with colleagues, external partners and commissioning/funding agencies to ensure that Age UK HHB delivers the services that are required and/or contracted and that all reports are submitted on time in accordance with Contracts or other conditions of funding
- Maintain a good relationship within the organisation, particularly with other Age UK HHB Managers

Premises

- Ensure that all statutory responsibilities are met, including Fire and Health and safety regulations
- To highlight and resolve any Health & Safety issues in a timely manner

General

- To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal
- To attend staff meetings, away days and other similar staff events
- To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB
- All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way
- Some meetings and other events may be held out of normal office hours and may involve travel away from the local area
- In liaison with line management generally, ensure services are developed and delivered to quality standards, revising as required
- To be aware of personal health and organisational health, safety and welfare, reporting any hazards to line management or the Health and Safety Lead
- To promote equality, diversity and rights in all policies and guidance, actions and activities
- The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all duties required

Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent

Person Specification

Education & Training	
Essential Criteria	Desirable Criteria
Experience of running or managing community/ wellbeing activities	Educated to degree level or relevant professional management qualification
Training relevant to the role	

Experience	
Essential Criteria	Desirable Criteria
Successful delivery and development of Outreach and Centre Based Social Wellbeing Services for older people, in either the voluntary or statutory sector	Experience of managing a Community Centre
Recruitment, training, supervision and performance management of staff and volunteers	
Assessment and Implementation of Quality Standards	
Experience of monitoring, reporting and evaluating outputs and outcomes	
Experience of managing budgets	
User involvement in service delivery, ensuring equal opportunities and accessibility to all older people, including people from BAME communities and other minority groups including Disability	

Knowledge and Skills	
Essential Criteria	Desirable Criteria
Up to date knowledge of health and social care policies, legislation and regulation on services and issues affecting older people	

Excellent oral and written communication skills to communicate effectively with a range of audiences including clients and commissioners	
Excellent organisation, management and leadership skills with the ability to motivate and inspire a team	
IT literate with experience of using database and spreadsheets to analyse data and produce reports	Use of Microsoft Office, Salesforce
Excellent training skills with the ability to adapt to different audiences and complexity of information	

Personal Attributes	
Essential Criteria	Desirable Criteria
Full driving licence and access to a car	