

Shepherds Bush Families Project & Children's Centre

SBFP & CC is based in West London and provides a range of day-time drop-in centre and outreach support services to families who are homeless, living in temporary accommodation or other unsuitable housing. The project addresses the needs of those parents and children, and parents-to-be, adversely affected by overcrowding, disrepair and having nowhere to live. The drop-in centre provides a space that brings together families experiencing similar problems, promoting mutual support and helping break down the stigma and isolation that accompanies the experience of homelessness and bad housing; it is a place where families can access advice, advocacy and counselling assistance; and provides children and young people with vital opportunities for play, learning, socialising, and recreation. The project works closely with others to highlight and lobby in relation to the deficit in decent, secure and affordable housing, which is the root problem of many families homelessness.

JOB DESCRIPTION

ASSISTANT MANAGER Maternity Cover

Job title:	Assistant Manager (Maternity Cover)
Responsible to:	Chief Executive
Salary :	£13.00
Contract:	12 months
Hours:	35 hours per week (excluding lunch breaks) Full-time
Days:	Monday - Friday (Monday, Tuesday, Wednesday Friday 9am-5pm Thursday 10am - 6pm)
Leave entitlement:	20 days (excluding public holidays) It is a requirement of the post that annual leave be taken in any working period between Christmas and New Years Day

Key functional relationships

- Chief Executive
- The Chair and Board of Trustees
- The children and parents/adults using the centre
- All other members of staff, sessional workers/tutors, students and volunteers
- Members of the public
- Professionals and agencies working in partnership with the project
- Local Authorities, other commissioners, Trusts, Foundations and other grants makers

Job purpose

To support the CEO in the effective running and management of Shepherds Bush Families Project & Children's Centre. You will contribute to developing and maintaining services that will benefit and enhance the profile of the project; and to the successful delivery of the charity's strategic and operational plans.

You will be responsible for the day to day operational management of the centre including all health and safety requirements, management of the office and supplies and the management of the centre activities, including participation in sessions and events.

In all areas of work the post holder will observe and implement the organisation's policies and procedures with particular reference to the following: *Safeguarding Children and Child Protection, Diversity and Equal Opportunities and Confidentiality.*

Assistant Manager Role

1. To take responsibility for the day to day running of the centre and assist as required and in the CEO's absence supervision of relevant tutors, volunteers, college and work experience students.
2. To actively network with other agencies and organisations at every opportunity for the purposes of promoting and publicising the work of the project, developing and resourcing new initiatives and enhancing opportunities for collaborative working.
3. To support the CEO in strengthening relationships with local authorities, other commissioning bodies and grants giving trusts and organisations
4. To support the administrator with all social media activities including upkeep of website, twitter, facebook and other publications
5. To supervise, day to day, any receptionist/administration staff or volunteers
6. To regularly assess, monitor and review the needs of homeless families in the area in order to ensure relevant services are provided, including preparing and participating in feedback sessions/activities with our client group
7. To assist in the development of services and their marketing, that will bring in additional income to the project
8. Co-operate with and work closely in supporting other members of the project staff team for example, contributing ideas and suggestions, and collaborating in the areas of work i.e. Children and Young People's Services, Families Centre Services and Advice and Family Support Work
9. To attend relevant external meetings as necessary and convening, agenda setting and attending internal meetings
10. To ensure that service provision is ethically and culturally sensitive, anti-discrimination is practised and equality of opportunity promoted through all aspects of the project's work.
11. To identify any areas where volunteer and / or intern support would be beneficial and in partnership with administrator actively works towards recruitment of volunteers.
12. To participate in monthly Families Centre Meeting and have an active role in events, celebrations and Families Centre activities this too,
13. To assist with the management, organisation and daily running of the project during its office hours and centre opening times.
14. To ensure all relevant records of staff, sessional workers and volunteers are in order and updated as relevant

15. To use initiative in organising your work and be able to work flexibly in line with the support needs of the CEO and staff team which may demand sudden deadlines and reprioritisation of the workload.
16. To assist with the upkeep, good order and maintenance of the project's premises, facilities and equipment
17. To assist with ongoing development and reviews of the project's work and its meeting of agreed goals and targets
18. To attend regular individual 1:1 supervisions
19. To accept suggestions from colleagues & other workers in relation to lead work & responsibilities
20. To answer phones, intercom and deal with callers to the centre in the receptionist/administrators absence or unavailability.
21. Monitor the performance of cleaners and repair workers to ensure terms of contracts are met, letting the Children's centre management team know when shortfalls in performance persist.

Additional Duties

It is the nature of Shepherds Bush Families Project & Children's Centre that tasks and responsibilities may vary from time-to-time. All members of staff are expected to work flexibly when the need or occasion arises, and to undertake tasks that are not specifically covered in their job description. These additional duties will normally be compatible with your regular area of work. If any such additional duty becomes a frequent part of the job, then, following consultation with you, it may be incorporated into a revised job description which will take precedence over any others preceding it. This job description is not part of the contract of employment. It will only be altered as the requirements of the post change, or different opportunities occur

PERSON SPECIFICATION

Please note: Shepherds Bush Families Project and Children Centre will only consider applicants who are legally entitled to work in the United Kingdom. Proof of entitlement to work here will be required e.g., a relevant visa. We are committed to safeguarding and promoting the welfare of children. This post is exempt from the Rehabilitation of Offenders Act 1974. A CRB enhanced disclosure that is satisfactory to the organisation is a condition of appointment to the post

We require a highly motivated and skilled individual focused on supporting the needs of the project and the CEO of the project and assisting with the smooth running of the organisation. You will have considerable experience in administration and be interested in working in the voluntary and community sector for a registered charity. You will have excellent interpersonal skills and enjoy working within a multi-disciplinary team, with a diverse group of colleagues and service users. You will be assertive, possess a calm, tactful, sociable manner, able to cope in times of stress or when under pressure and be able to ensure the smooth running of all systems within an environment that is often hectic. You are prepared to commit to supporting colleagues and working with the organisation in its efforts to provide an outstanding service in the locality for children and their families.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:

1. You have a minimum of two years' experience of office management and providing support to professionals in an organisation
2. You have proven experience of good and effective team working and enjoy collaborating and working in partnership with colleagues and others in a multi-disciplinary environment
3. You have well developed listening skills. You are articulate and adept at speaking and writing in English. When required, you can adapt your approach to communicating, to meet the needs of the person/persons you are with, including those with little or no English language ability
4. You have excellent IT skills and proven skills in using a variety of software packages, such as Microsoft Word, Outlook, Powerpoint, Excel and other systems to produce correspondence and documents and maintain presentations, records, spreadsheets and databases.
5. You are able to multi-task, be flexible in your approach and work well under pressure
6. You have a proven experience in dealing with members of the public
7. You are discreet, able to maintain and exercise confidentiality but understand its limits in relation to the safety and well-being of children and others, including vulnerable adults and you are able to observe boundaries whilst dealing sensitively and carefully with families in difficulty

8. You have excellent time-management skills, are efficient, able to use your initiative, manage your workload and prioritise conflicting demands, seeking support when necessary
9. You are committed to equality of opportunity, and to respecting and responding to all areas of diversity
10. You are flexible in your approach, willing to adapt and work in new or different ways when necessary, in order to be more effective
11. You understand issues surrounding homelessness, racial, social and other disadvantages, and how the affects of any or all of these can be seriously negative in the lives of whole families, their individual members and on communities