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**Job Description: Centre Manager**

**Responsible to:** Board of Trustees

**Responsible for:** CSASS staff and volunteers

**Location**: Chester city centre (office base), with regular travel within West Cheshire region. Flexible and home-working desirable, by agreement.

**Salary:** £35,520 – £39,522 pro rata Payscale points 25 – 29

**Hours:** 37 hours per week, including some homeworking, evening, and occasional weekend hours

**Annual Leave:** 25 days per year plus bank holidays pro rata

**Main Purpose**

* To develop a vision and an approach for the future direction of CSASS in line with the policy and strategy agreed with Trustees
* To lead and manage the organisation and staff to deliver high quality sustainable provision within available resources
* To lead on organisational development

**Key Responsibilities**

* To manage CSASS’s team, resources, finances, and facilities as agreed with the Board of Trustees
* To lead on, and manage CSASS’s fundraising work, including identifying and developing opportunities and managing relationships with key funders.
* To service the Board of Trustees by preparing reports, governance advice and ensuring compliance with legal and regulatory requirements

**Other Responsibilities**

* To support the Board of Trustees in developing CSASS’s future strategy
* To deliver objectives agreed with the board, in line with CSASS values and strategic goals – including service delivery, outreach, communications, campaigns and finance.
* To identify and develop opportunities and activities, in line with strategic goals
* To maintain external strategic partnerships and key relationships
* To develop CSASS profile, and ensure promotion and reputation management
* To be the responsible officer for Safeguarding, Data and Complaints
* To have overall responsibility for the recruitment and management of CSASS staff
* To ensure performance and impact is monitored and reported
* Financial management of CSASS, including preparation of budgets, accounts, reports, systems development, ensuring payroll and compliance with financial controls
* Policy development and organisational risk management
* To work flexibly to meet the needs of the service
* With other CSASS workers, maintain a clean, safe working environment, provide regular office cover and act as a key holder
* To work within CSASS policy and practice
* To work flexibly and carry out other work up to a level commensurate with the responsibilities of the post, as required

**Personal & Professional Development**

* Participate in regular reviews, and agree short, medium, and long-term goals
* Identify learning and development needs with line manager
* Share best practice and achievements. Contribute to the development of CSASS
* Contribute to others learning by sharing knowledge and skills, informally and formally

**Person Specification: Centre Manager**

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| **Essential** | **Desirable** |
| **Experience**  |
| Performance management and supporting a staff team | Managing HR processes, including recruitment. Supporting staff with reasonable adjustments. |
| A leadership role | Working for a Board of Trustees |
| Working with other organisations, in partnerships or networks | Working in the voluntary sector, paid or unpaid |
| At least 3 years working in a related field (eg health/mental health, VAWG) | Working with survivors of sexual violence |
| Developing organisational strategy and outcomes/impact frameworks |  |
| Responsibility for risk management and Safeguarding | Safeguarding lead, or management level decisions. Organisational Risk. |
| Successful track record of bid-writing (eg trusts, foundations and/or Lottery Community fund) | Statutory fundraising (commissions, NHS, local and/or national gvmt) |
| Budget development and financial management | Overseeing or producing annual charity accounts |
| **Knowledge and Skills**  |
| Competence in IT, using remote systems and databases, accurate record keeping  |  |
| Report writing, extracting and using data |  |
| Knowledge of compliance and governance in the voluntary sector |  |
| Listening, communication and motivational skills  |  |
| Confident public speaking and maintaining strategic relationships | Influencing, challenging, and negotiating skills |
| Ability to work in an empathic, open, and creative way, managing team relationships well | Ability to work well with hybrid / remote working colleagues |
| Ability to travel and work flexibly across the West Cheshire region |  |
| Organisational, administrative and time management skills | Management Qualification |
| A proactive problem-solving attitude and the ability to prioritise and work on own initiative |  |
| Understanding of and commitment to equality and diversity | Confident handling EDI practice in relation to neurodiversity, anti-racism, gender and sex. |
| Knowledge of the aims and focus of the Rape Crisis movement |  |

We recognise the value of lived experience as well as experience gained in a professional context.

CSASS is a women-led organisation. Premises operate as a women-only space for part of each week, and we are committed to providing women-only spaces as part of our core offer (in addition to inclusive spaces and services). The Centre Manager is the main leadership role and requires regular work within women-only spaces. As such, this role is open only to women as a genuine occupational requirement. Please see https://csass.org.uk/equality-and-diversity-policy-summary/