

Senior Services Manager Job Description



- Job Title:** Senior Services Manager, Workspace and Communications
- Reporting to:** Chief Executive
Member of Senior Management Team
- Responsible for:** Multi-disciplinary project staff
- Hours:** 40 hrs per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays
- Salary:** up to £32,000 p.a., depending on experience, ability and potential

South Kilburn Trust

South Kilburn forms the south-eastern tip of the borough of Brent in north-west London. It borders the boroughs of Camden and Westminster and is next to the affluent neighbourhoods of Maida Vale, Queens Park and West Hampstead. South Kilburn has suffered from multiple forms of deprivation for many years, and is halfway through a programme of massive regeneration.

South Kilburn Trust was formed in 2008 as a legacy from the New Deal for Communities, to support and empower local people to tackle the issues that affect them. Our vision is for South Kilburn to be recognised for its strong, supportive, diverse, inclusive and welcoming communities; an area of opportunity where we are all empowered to achieve our full potential and improve our quality of life.

The Trust is a registered charity with a dedicated team of staff working with local people to make this vision a reality.

The Granville

The Granville is a much-loved historic building that has been at the heart of South Kilburn for over 140 years. Over the years, the building has played an important role within the local community, as a church hall, an adult education centre and a youth and community centre. Many local residents have used the venue for weddings, birthdays, funerals and other important celebrations and events.

South Kilburn Trust took on the management of The Granville in 2018 as part of a two phase regeneration project. With Phase 1 completed, The Granville now comprises

- a large Enterprise Hub, offering affordable studio and desk space to local creatives and entrepreneurs,
- a large hall for events and activities
- medium sized rooms for clubs, community activities, meetings and training
- a community café
- a large garden for events as well as informal meetings
- a small recording studio
- office space for South Kilburn Trust and others.

The Trust manages The Granville in order to provide the support, services and activities that local communities need and want. In order for the building to be financially sustainable, private hires and corporate events are actively sought to subsidise community activities.

The Role

The Senior Services Manager, Workspace and Communications will be responsible for developing and managing core services and projects that are key to the South Kilburn Trust's vision and helps the Trust achieve its strategic aims and targets.

This is a hands-on operational role. The post holder will be expected to lead by example, supporting, nurturing and developing staff and volunteers to deliver high quality services in a challenging and pressured environment.

They will manage a small team responsible for frontline and core services, including communications, marketing, business support, community outreach and volunteering.

They will ensure that their team effectively and professionally delivers high quality services, community activities and events. Working with other managers, they will develop and manage systems to effectively monitor and evaluate the Trust's services, including meaningful Impact Assessments and community consultation to ensure that all services are appropriate and accessible.

We are looking for someone with proven senior level project and system management experience; with the right positive "can do" attitude who is not afraid to get their hands dirty and is driven by a passion for positive social change.

Duties and Responsibilities

- Responsible for the effective day to day management of South Kilburn Trust's services
- As part of the Trust's Senior Management Team, work with other managers to ensure organisational objectives and targets are met
- Review and implement key policies and procedures and ensure they are followed
- Develop and manage the Trust's Enterprise Support service, including oversight of the Enterprise Hub, offering affordable managed workspace, at The Granville
- Manage the hire of studios in the Enterprise Hub, including oversight of licence agreements and sub-leases
- Develop a programme of activities and support services that serve the different sections of South Kilburn's diverse communities
- Ensure all spending is within budget
- Ensure all income targets are met or surpassed
- Directly line-manage a team of staff and volunteers, ensuring they are motivated and supported in their work
- Plan and manage the workload and capacity of the team

- Recruitment, line management, development and training of staff and volunteers
- Seek and exploit sponsorship and fundraising opportunities for the Trust's activities and services
- Undertake any other duties which may be reasonably requested to ensure the smooth running and effective development of the Trust's services

Person Specification

In order to be considered for this post you will need to evidence and demonstrate:

Experience:

- At least 2 years experience of organisational or senior level project management
- Experience of achieving excellence in a service-led environment catering for a large number of members of the public
- At least 3 years experience of successfully managing multi-disciplinary staff teams
- Experience of fundraising at a senior level
- Experience in marketing/communications
- Experience of successfully managing departmental budgets

Skills:

- Strong leadership skills
- The ability to inspire and motivate a team of full-time, part-time and casual staff and volunteers
- Excellent written, numerate and verbal communication skills
- Excellent IT skills, including Word, Excel and Outlook
- Excellent social media skills
- An excellent manner when dealing with the public
- The ability to be flexible, and to work calmly and effectively under pressure
- A proactive and positive approach to solving problems in a prompt and independent manner

Knowledge:

- Excellent knowledge of key service areas, such as:
 - Business Support
 - Volunteering Programmes
 - Communications
 - Marketing
 - Youth Work
 - Employment Support
 - Community Development

