



Service Manager

We are looking for a Service Manager to lead, manage and develop delivery of services to women across Sussex who've experienced gender-based violence, abuse, exploitation and/or displacement. This is a new, important and exciting role, at a time of growth, to develop and positively impact organisational development and the services we offer to women in need.

- Title:** Service Manager
- Location:** Hybrid Working - at least one day a week spent in the office, located in Eastbourne Full Time, 35 hours a week. We operate a Flexible Working Policy and would be open to flexibility for the right candidate
- Hours:** open to flexibility for the right candidate
- Salary:** £30,000 - £35,000 FTE, depending on experience
- Reporting to:** CEO

To apply for this role:

- Complete our [short form online](#) submitting your CV and a cover letter
- Complete our [equal opportunities online monitoring form](#). The information on this form will be treated as confidential and used for statistical purposes only. The form will not be treated as part of your application. This form is submitted online and does not need to be emailed with your application documents.

Applications close at midnight on Friday 9th February 2024

First interviews will take place on Wednesday 21st February 2024

Second interviews, if selected, will take place on Wednesday 28th February 2024

If you have any questions or require support with your application, please email recruitment@bramberbakehouse.co.uk




Service Manager Job Description

Key Responsibilities

Operational Delivery

- Work with the CEO to oversee, manage and co-ordinate BB's services for women who've experienced gender-based violence, abuse, exploitation and/or displacement, ensuring a trauma-informed approach is embedded across all BB services.
- Promote a positive, inclusive culture, underpinned by our organisational values of empowerment, community and equity.
- Ensure women have a clear understanding of the BB services available to them and can access BB services which might benefit them.
- Act as the BB safeguarding lead, ensuring we provide a duty of care to the women we support and that relevant information is shared appropriately with other organisations.
- Organise and facilitate meetings which regularly review any BB safeguarding issues, allocate women to appropriate services and discuss approaches to working with specific women.
- Work as part of the Senior Management team to identify gaps in provision in services and suggest appropriate responses to address these, ensuring the voice of those we support are heard and addressed.
- Maintain and build relationships with external stakeholders, taking advantage of opportunities for new projects and partnerships which would benefit the vision, mission and values of BB.

People Management

- Lead, manage and supervise a small frontline staff team, providing services to women, creating a supportive, collaborative team and organisational culture, ensuring regular team meetings take place and that staff have access to training, reflective practice and any other support opportunities.
 - Oversee, manage and take responsibility for the HR of the frontline service delivery team, including managing time and leave effectively.
 - Ensure staff have a clear vision and direction for every project, with clearly defined aims, objectives and ways of demonstrating the outcomes and impact it achieves. These should be regularly reviewed to keep in line with best practice.
 - Oversee and manage the volunteer team, including supporting frontline staff who are responsible for volunteers in various project settings.
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Monitoring & Evaluation

- Effectively oversee and manage the monitoring and evaluation work, ensuring all staff keep up-to-date records.
- Lead the development of the organisation's monitoring and evaluation requirements including the implementation of an effective CRM system, considering the needs of funders, the organisation and the women we support.

Finance

- Assist the CEO in preparing budgets for all services, monitor project income and expenditure and ensure budget holders manage their budgets in line with BBs' financial procedures.

Other

- Participate in regular training and supervision as required
- Undertake other tasks as are deemed reasonable for the role
- Participation in staff and occasionally, in board meetings including away days which are appropriate and relevant for the role
- Ensure the charity is presented in an appropriate and professional manner to all its stakeholders

Personal Specification

Essential knowledge, experience and skills

- Experience working with women who've experienced gender-based violence, exploitation, abuse or displacement and/or multiple-disadvantage
- Knowledge of psychologically informed practice and trauma informed care
- Experience of developing and managing a frontline service which delivers a range of programmes, activities, support and advocacy
- Experience managing a staff team including work planning, performance management, training and development
- Thorough understanding of up to date safeguarding and risk management practices
- High level of IT literacy, particularly in relation to managing a database/CRM, and in the use of email, Excel and Word
- Ability to write succinct and effective reports outlining service delivery performance, issues, risks and ideas for improvements

Desirable knowledge, experience and skills

- Experience managing budgets and control of operational expenses
- Experience developing partnership working with a range of organisations
- Experience working with volunteers or managing staff to support volunteers

Personal attributes

- Ability to maintain professional boundaries with professionals, colleagues, volunteers and women using our services at all times
- Ability to lead a team through change
- Ability to communicate effectively, empowering, inspiring and motivating the team
- Ability to adapt to change, balance competing demands and work under pressure
- Employ a flexible, empathetic and non-judgmental attitude towards those we support
- Empathy with staff and volunteers who themselves may have lived-experience
- Strong team player who earns respect but creates an equitable community culture
- Committed to Bramber Bakehouses' mission and values

Due to the sensitive nature of our programmes, we only accept female applications for all roles directly supporting female survivors.

This role will require an enhanced DBS check and mandatory safeguarding training prior to the job commencing.

Our commitment to equity, diversity & inclusion

We aim to achieve equity, diversity and inclusion at every level of our workforce. As a result, we would encourage applicants with lived experience of abuse, exploitation, displacement or racism. We believe organisational diversity matters and we will be more accountable and better able to assess the needs of the women we support if we have a good range of perspectives within our team.

All applicants and employees receive equal and fair treatment, regardless of age, race, religion, sexual orientation, disability or nationality. Please let us know if you require any reasonable adjustments, including support with your application, to enable you to perform at your best during the recruiting process and following appointment.

As part of this commitment, please consider completing our [equal opportunities online monitoring form](#). Any information given will be treated as confidential and used for statistical purposes only. This form is submitted online and does not need to be emailed with your application documents. By filling it out you will support Bramber Bakehouse in our endeavours to be an Equal Opportunities Employer.

