

Job Description

Job Title:	Service Manager
Location:	Boaz Trust, 1 st floor, 110 Oldham Rd, Ancoats, Manchester M4 6AG.
Salary:	£22,000 - £26,000 p.a. negotiable, according to experience and other factors.
Hours of work:	37.5 hours per week minimum, normally worked over 5 days. Occasional evening and weekend work may be required.
Holidays:	25 days per annum, plus 8 statutory / bank holidays.
Benefits:	Pension scheme and travel expenses.
Responsible to:	The trustees and, on a daily basis, the director
Contract length:	Minimum 1 year: renewable, subject to available finance. Period of notice 1 month.
Probation period:	6 months.

Role:

In accordance with the Christian ethos and values of the Boaz Trust,

- To be responsible for delivery of all operational aspects of the Boaz Trust's service to clients
- To directly manage the maintenance or 'landlord' function for the Boaz Houses and development of the advocacy/case work service for clients
- To be responsible for the co-ordination and effectiveness of service delivery in accordance with the Boaz Trust's Christian ethos and values, rules, general aims and objectives, policies and practices
- To ensure that the Boaz Trust meets its external statutory and regulatory obligations and its internal controls and targets

Responsible for:

Directly: 5 staff (Accommodation co-ordinator, female pastoral worker, male pastoral worker, advocacy specialist, office manager)

Note – 2 of these posts are currently staffed by dedicated volunteers

Role Context:

The Boaz Trust provides a number of services to destitute asylum-seekers, which can be generally described as:

- Accommodation: Through places in 8 Boaz Houses, a network of Boaz Hosts and provision of a winter night-shelter, hosted by churches around Manchester
- Support and general advocacy to help clients access basic needs (food, bus fares, health services)

- A programme of meaningful lives activities, such as sewing classes, ESOL and days out
- Advocacy/case work to help asylum-seekers move on with their cases

These services are delivered by the Boaz staff team, with significant input from volunteers, some who are currently working in staff-like roles.

Additionally, the Trust is engaged in networking, partnership development and capacity building to facilitate the church to respond to the asylum issue and to campaign for a more just asylum system. The Boaz Director is responsible for these outward-facing activities, including communications and fundraising. The Service Manager will be responsible for operational delivery of the Boaz services to asylum-seekers.

Duties and Responsibilities:

1. To prepare strategic business plans to ensure the Boaz Trust's objectives are met, staff and other resources are used prudently and structures and procedures are developed to enable decisions to be implemented in line with policy, regulatory and other requirements.
2. To ensure that the Boaz Trust's financial liability is contained by the establishment of effective budgetary control procedures and that any Trustee board decisions are made against a background of full, timely and accurate financial information. To ensure that all governance and legislative issues are dealt with.
3. To develop and maintain business planning and financial risk management systems which ensure continuing growth of the Boaz Trust and the fulfilment of its funding commitments.
4. To be responsible for the control of expenditure within approved budgets.
5. To attend Trustee meetings, report to the Trustee Board on operational matters and advise on strategic and policy issues.
6. To motivate the Boaz Trust's staff and volunteers towards the achievement of the Trust's objectives and to provide the highest standards of service to the Trust's service users.
7. To attend and lead Boaz prayer meetings as necessary.
8. To oversee and manage the housing maintenance or 'landlord' function for the Boaz Houses, including liaison with house owners over loan agreements and works to be carried out, ensuring ongoing delivery of statutory checks and compliance with relevant legislation, commissioning of surveys and remedial works to the houses on a programmed basis, rent collection (where applicable) and any works/procedures associated with taking on new houses/giving back houses.

9. To oversee and manage the advocacy and case work function, including development of a sustainable working practice within Boaz that will help asylum-seekers progress their cases, assisted by the Boaz advocacy specialist, volunteers and pro-bono legal practitioners.
10. To take overall responsibility in respect of Health and Safety legislation and to ensure that all responsibilities in relation to this are fulfilled
11. To ensure that equality and diversity strategies, action plans and policies are implemented in respect of both employment and service delivery
12. To ensure observance and compliance with the organisation's policies and procedures, financial regulations and statutory requirements.
13. To manage staff and volunteer recruitment, training, discipline, allocation of duties, welfare, development and safety in accordance with approved HR policies

Note: No job profile can cover every issue which may arise within the post at various times and the jobholder is expected to carry out other duties as required from time to time.

Specific requirements

The post-holder will have their own transport, and will be expected to use it in carrying out the job duties above. Mileage will be refunded.