

## Person Specification

<b>JOB TITLE:</b> Service Manager		
<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
1. Education/ Training	Degree or equivalent qualification	Management qualification
2. Relevant Experience	<p>A minimum of 2 years management experience at a senior level including:</p> <ul style="list-style-type: none"> <li>- experience of managing budgets.</li> <li>- experience of managing staff.</li> </ul> <p>Experience of (and heart for) working with disadvantaged people.</p>	<p>Experience of managing volunteers.</p> <p>Experience of working within a small charity.</p> <p>Experience of working in the housing, health and social services or advocacy sectors</p> <p>Experience of Health and Safety management</p>
3. Relevant Skills/ Aptitudes	<p>Excellent skills in oral and written communication and report writing.</p> <p>Effective time management, self motivation and the ability to lead groups and teams.</p> <p>Budgeting and financial management skills.</p> <p>Ability to lead, inspire, direct and coach staff and volunteers in order to ensure strategic outcomes are achieved</p> <p>Ability to implement and manage change and assist others in the same.</p> <p>Ability to manage a diverse workload with conflicting priorities</p> <p>Ability to analyse complex situations and make appropriate strategic decisions.</p> <p>Ability to develop and implement operational systems and procedures</p> <p>Ability to work within an interagency context in a way which reflects a partnership approach</p> <p>Ability to achieve project objectives on budget.</p> <p>Ability to work flexibly, creatively and as part of a team.</p> <p>Confident user of Microsoft Word, Excel and</p>	<p>Current driving licence.</p> <p>Practical building maintenance/DIY skills</p> <p>Ability to implement and maintain performance measurements and quality assurance systems including target setting and the review and evaluation of performance.</p>

	<p>Powerpoint. Fluent user of email and the World Wide Web.</p> <p>Numerical ability and the ability to interpret financial information.</p>	
4. Special Requirements	Availability for occasional out of hours work	Full, clean driving licence
5. Organisation and administration skills	<p>Robust organisational skills. Methodical and good attention to detail.</p> <p>Manage competing work priorities</p> <p>Plan and organise meetings, training and other activities</p>	Completer finisher
6. Beliefs	Entirely empathetic with the Christian ethos and aims of the Trust	A practising Christian
7. Special Circumstances	Able to work occasional unsociable hours	