

## STAFF PROFILE

JOB DETAILS:			
Job Title	Development Manager	Contracted Days	37.5 hrs (Monday to Friday)
Direct Line Manager	HCF Development Director	Pastoral Support	C3 Hope Chaplain

JOB PROFILE OVERVIEW:
<p>To support and advance our vision for The Hope Centre as a thriving community asset by playing an essential role as part of The Hope Community Foundation Senior Management Team.</p> <p>To manage the operations and development of our enterprise and outreach projects and programmes.</p> <p>To grow awareness, engagement, effectiveness, and impact, helping to ensure that the Hope Centre is financially sustainable and synonymous with quality and a wholehearted belief in our city and its people.</p>

KEY RESPONSIBILITIES:
<p><b>Management of Projects</b></p> <ol style="list-style-type: none"> <li>1. To oversee our business and outreach activities operationally to ensure that targets are met, and that they create the outcomes and impact we are seeking to achieve.</li> <li>2. To oversee the work of our conferencing team, nursery, and community projects</li> <li>3. To line manage and develop the project leads and managers in these departments</li> <li>4. To work with line managers and project leads to ensure that staff and volunteers under their care and oversight are effective and fulfilled in their work.</li> </ol> <p><b>Development of Projects</b></p> <ol style="list-style-type: none"> <li>1. To work in conjunction with the CEO and other decision-making bodies to identify new opportunities for service development and implement these projects.</li> <li>2. To ensure that current projects are being promoted in a planned and systematic way and that as a result they are continuing to achieve their outputs and outcomes.</li> <li>3. To oversee the development and implementation of a combined marketing and awareness raising plan which encompasses all aspects of the scope of the role, working alongside internal and external parties to implement the plan.</li> </ol> <p><b>Monitoring and Reviewing Projects</b></p>

1. To put in place systems and processes to monitor project performance effectively and accurately in order to feed back to senior management, trustees and funders and to contribute to and compile the annual report.
2. To undertake periodic impact assessment across projects to determine client engagement, satisfaction, impact and to capture case studies.

#### **Fundraising**

1. To work with the CEO to develop a clear fundraising strategy and to oversee the work of a fundraising team which will support the development and sustainability of the work in scope.
2. To oversee any communication with funders and donors to meet their expectations and encourage continued and further funding and donations.
3. To undertake regular bid writing for revenue and capital elements contained in the scope of this role in order to build reserves and fund projects on a full cost recovery basis where possible.
4. To ensure that trading activities are effective in generating income which can be invested back into our community work and the running of the Hope Centre.

#### **Policies and Procedure**

1. To oversee the development, implementation and maintenance of all policies and procedures in the scope of the role working to internally align policy and practice where this is possible.

#### **Community Engagement**

1. To oversee our community engagement particularly in the S2 area of Sheffield
2. To form and coordinate the work of a community board of reference.
3. To oversee and undertake annual or appropriate community consultation working alongside other staff and volunteers.

#### **General Management**

1. To set and manage the departmental budgets of all departments working in conjunction with the project leads and department managers.
2. To oversee the purchasing of goods and equipment in line with the Finance Policy.
3. To ensure that our HR Policies are effectively outworked across staff and volunteers.
4. To manage health and safety matters in conjunction with line managers and project leads
5. To ensure that all information is held securely and managed in line with GDPR and Data Protection Policy.

#### **Miscellaneous**

1. To uphold and outwork the core values of the organisation at all times and act as an ambassador for the organisation at all times both within and outside of the organisation.
2. To attend all relevant meetings throughout the week and report regularly to the CEO
3. To undertake other activities which are commensurate with the role or which would further the cause of the organisation.
4. To participate in creating an inclusive environment that promotes diversity and freedom from discrimination.
5. To adhere to the policies of the charity C3 Trust UK and any specific policies for departments.

6. To be familiar with C3 Trust UK Safeguarding policy and take appropriate responsibility for safeguarding at all times.

#### PERSON SPECIFICATION:

- Ideally a minimum of 2 years middle-management experience in a similar environment or sector
- Ideally an understanding and knowledge of existing community infrastructure and delivery in the area around the Hope Centre in particular
- Excellent interpersonal skills and ability to build rapport and relate to all staff and volunteers
- Goal-oriented and solution-focused, able to prioritise workload.
- Team leadership and the ability to work as part of a management team
- Ability to work collaboratively as part of a team - be willing to take on board multiple ideas and work with others to find the best option for the job
- A commitment to excellence - An eye for detail and completion to as high a standard as possible
- Resourceful - manage time money and human resource effectively to achieve maximum results efficiently and to maximum effect.
- Active Listening
- Friendly - bring personality and comradery to the team and staff.
- Able to set and maintain good boundaries with others - help to make work a wholesome environment full of encouragement, vision and purpose.
- Flexible – capacity to adapt to changing circumstances.
- Motivated – able to work without close supervision but under senior management oversight.
- Punctual - be present, and willing to jump right in
- Commitment to personal development through coaching and mentoring
- Upholding of the reputation of the organisation in the following specific areas:
  - Keeping personal integrity high
  - Being honest and trustworthy
  - Speaking well of the organisation

#### SPECIFIC JOB REQUIREMENTS:

- Educational requirement: to have achieved GCSE (or equivalent) in Maths and English
- Safeguarding requirement: to be subject to a Disclosure and Barring Service check (this role is exempt from the provisions of the Rehabilitation of Offenders Act 1974)

#### ESSENTIAL KNOWLEDGE & SKILLS:

- Communication Skills: ability to communicate and interact with others clearly and in different ways
- Excellent knowledge and understanding of Safeguarding responsibilities.
- Creativity: ability to generate ideas, to create and present content imaginatively
- Organisational Skills: good personal organisation and the ability to prioritise.
- Leadership and Volunteer Management Skills: ability to lead teams and manage volunteers.
- Time Management skills: ability to divide your time efficiently between specific activities.
- Networking Skills: ability to make and develop relationships with new contacts and build trust and understanding.
- Administration Skills: ability to manage clerical tasks efficiently with good attention to detail.
- Technical Skills: Understanding of IT and Office 365
- Bid Writing and fundraising skills and experience is preferred.
- Full UK Driving License