



Services Manager – Support

Person Specification

Experience & Qualifications

Essential:

- Leadership & Management: Significant experience in management, including line management of individuals, preferably within housing, social care, charity or related sectors.
- Sector Experience: Demonstrable experience of working in a management role within the voluntary sector, overseeing projects or provision of services.
- Risk Management: Experience of applying risk assessment, health and safety and safeguarding principles.
- Qualifications: Minimum Level 3 qualification in a relevant subject, or demonstrable equivalent ability.

Desirable:

- Sector Experience: Experience working within the supported housing/homelessness sector
- Qualifications: Relevant degree or equivalent qualification in management, social care, housing or a related field.
- Other Training: First Aid certificate, Food Hygiene Level 2 certificate

Knowledge & Understanding

Essential:

- Safeguarding: A solid understanding of safeguarding children and vulnerable adults.
- Equity, Diversity and Inclusion (EDI): A general understanding of EDI principles and the application of these in the workplace.
- Management: A clear understanding of good people management principles, including management styles, team wellbeing and fostering a positive culture.
- Homelessness: Knowledge of issues affecting disadvantaged and homeless young adults.

Desirable:

- GDPR & Data Protection: Knowledge of GDPR requirements and experience implementing policies to protect staff, volunteer and service user's personal data and maintain confidentiality.
- Supported Housing Legislation & Regulations: Familiarity with legal responsibilities related to supported housing management, licence agreements, and landlord relations.
- Person centred working: An understanding of trauma-informed care, including psychologically informed environments

Skills**Essential:**

- IT Competence: Proficient in MS Office 365 and comfortable with new technology systems.
- Communication: Clear, professional communicator, including a high standard of written English, with the ability to liaise effectively with staff, trustees, partners, and external stakeholders.
- Problem-Solving Skills: Proactive approach to identifying issues and implementing practical solutions with the ability to respond quickly to crises and remain calm under pressure.
- Organised & Detail-Oriented: Capable of managing complex workloads, ensuring compliance, and maintaining accurate records.
- Numeracy: A good standard of numeracy with basic budgeting ability.

Desirable:

- Transport: Full, valid driving license and access to own transport for work use.

Values/Attitudes**Essential:**

- Passionate & Committed: Highly motivated with an enthusiastic and positive attitude and willingness to work within the Christian values of the charity.
- Flexible & Adaptable: Comfortable working in a dynamic environment with changing priorities. Flexibility to meet out-of-hours commitments and respond to emergencies.
- Team Player: Collaborative, approachable, and committed to a positive organisational culture.
- Respectful & Inclusive: Demonstrates empathy and understanding towards others, embracing diversity and fostering an environment of acceptance and respect for all individuals.

Additional Information:

- This post is subject to a DBS check, and candidates must be willing to undertake one.