

Job Description and Person Specification

1. Post Details

Post Title:	Assistant Manager
Project:	We Are With You
Based:	Liverpool
Salary:	up to £30,000 per annum (dependent on experience)
Hours:	37.5 per week
Length of Contract:	12 month fixed term contract with a potential to extend
Responsible to:	Regional Manager

2. Job Summary

- To work alongside the Regional Manager and work together to contribute to the successful delivery and development of the services.
- To manage the Volunteer Coordinator for the Liverpool We Are With You Project.
- To work with external partners and linked providers and ensuring delivery of services in line with contract and funder requirements.
- To manage the service operations for the Liverpool We are With You project.

3. Workplace Values

Operate in line with our workplace values which are:

- People first – people are our top priority. We care so everyone can be their best.
- Community – our actions and support help build stronger communities where people can find their place and thrive.
- Transformation – we do challenging work, creating positive change that helps people move on with their lives.
- Excellence – we strive to always be our best, to exceed expectations, to learn from our mistakes.
- Trust – we trust ourselves, our colleagues and those we work with to do the right thing, to show integrity, acceptance, respect and fairness in all we do.

4. Organisational Relationships

- Responsible to the Regional Manager and Senior Management Team.
- Responsible for the team who work across the Liverpool We Are With You project.
- Work alongside and develop effective relationships with partner agencies and other stakeholders within and connected to the We Are With You project.
- To liaise effectively with local organisations and other relevant agencies to support the development of stakeholder networks which provide opportunity of support for people engaged in the service.

5. Main Duties

- 5.1 To contribute to the management of our We Are With You team.
- 5.2 To promote and embed the workplace values of CLI within the team.
- 5.3 To ensure the delivery team participate in, as appropriate, training, research, and other developmental activity relevant to improving performance and standards of practice.
- 5.4 Participate in the development of evidence-based practice within CLI's model of service delivery.
- 5.5 Promote high standards of person-centred practice amongst the team in line with our organisational values.
- 5.6 To ensure that you are up-to date on all relevant policies and procedures in line with local and governmental frameworks.
- 5.7 To support the development of CLI's Strategic Workplans and implement and oversee operational work plans.
- 5.8 Ensure projects have the required resources and capacity to successfully deliver the contracts and achieve required service response, quality, and performance indicators.
- 5.9 Development and oversight of supervision and appraisal systems, performance improvement plans and continuous professional development, in line with required competencies.
- 5.10 To identify and resolve any performance issues among the delivery team.
- 5.11 Monitoring performance against targets and deliverables for the contract.
- 5.12 Contribute to ensuring contractual and regulatory compliance.
- 5.13 Reporting contract performance trends and issues to service delivery staff and senior management.

6. Other

- 6.1 Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
- 6.2 Comply with Health and Safety policies and procedures.
- 6.3 Ensure the implementation of CLI's policies and procedures.
- 6.4 Carry out such other relevant duties, as required.

CLI strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. The contribution made by staff and volunteers in achieving the organisation's goals is recognised by all.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

Assistant Manager – Person Specification

CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED (A, I, E)*
Experience	<p>Experience of supervising and appraising staff and/or volunteers, motivating them and achieving positive outcomes in line with contractual obligations.</p> <p>Experience in Inter-agency working and building and maintaining strong, positive relationships with partner agencies and commissioners within a multiple complex needs or criminal justice setting.</p> <p>Experience of producing detailed reports to a high standard including performance reports.</p>		A, I
Knowledge	<p>A comprehensive understanding of supporting people with multiple complex needs and the work of support services.</p> <p>A comprehensive understanding of best practice when working with individuals with multiple complex needs.</p>		A, I
Skills and Abilities	<p>Communicate well in a range of settings, with different people, including contract managers and senior leaders within partner organisations.</p> <p>Effective time management skills with the ability to prioritise work, handle conflicting demands and meet tight deadlines.</p> <p>Ambition to be part of a high performing nationally recognised team, to work in support of others and to operate at a senior level within the organisation, accountable for relevant areas of work and development.</p> <p>The ability to be creative and forward thinking, with a “can do” attitude when faced with challenges that may require an adjustment in current ways of working or delivering a service.</p>		A, I

CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED (A, I, E)*
Equal Opportunities	A comprehensive understanding of Equality & Diversity issues.		I
Other	A comprehensive understanding of Health & Safety in practice.		I
	Willing to undertake training, as required.		I
	Current driving licence, use of car and appropriate business use insurance.		A,I

Key: A – Application Form

I – Interview

E – Practical Exercises

Recruitment of Ex-Offenders Policy

This policy applies to paid employees of Community Led Initiatives CIC (CLI) and volunteers who volunteer directly with Community Led Initiatives and its associated projects.

- As an organisation using the Disclosure and Barring Service (DBS) checking service to assess applicants' suitability for positions of trust, CLI complies fully with the Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a DBS check on the basis of a conviction or other information revealed.
- CLI is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
- We have a written policy on the recruitment of ex-offenders, which is made available to all DBS applicants at the outset of the recruitment process.
- We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.
- A DBS check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS check is required, all application forms, job adverts and recruitment briefs will contain a statement that a DBS check will be requested in the event of the individual being offered the position.
- Where a DBS check is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to a designated person within CLI and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.
- Unless the nature of the position allows CLI to ask questions about your entire criminal record, we only ask about 'unspent' convictions as defined in the Rehabilitation of Offenders Act 1974.
- We ensure that all those in CLI who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.
- At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment or opportunity to volunteer.
- We make every subject of a DBS check aware of the existence of the Code of Practice and make a copy available on request.
- We undertake to discuss any matter revealed in a DBS check with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with CLI. This will depend on the nature of the position and the circumstances and background of your offences.