



The **Benjamin** Foundation



Welcome to The Benjamin Foundation

Thank you for expressing an interest in our vacancy for a Full Time Meet Up Services Manager in Thetford.

More information about the position, including a Job Description and Job Specification are enclosed. If you would like to find out more information about the service, please take a look at our website www.benjaminfoundation.co.uk/jobs

If you have any questions regarding the vacancy, please contact the HR Department on 01603 886925/886951 or email recruitment@benjaminfoundation.co.uk

Please return your completed applications by email to:-

recruitment@benjaminfoundation.co.uk

Or by post to:

HR Department
The Benjamin Foundation
23-27 St Andrews Street
Norwich
NR2 4TP



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Meet Up Services Manager Meet Up - Thetford

**£24,638.64 to £26,285.09 depending
on experience and qualifications**

37.25 hrs per week to be worked flexibly

Are you looking for an exciting new challenge to work within a charity that provides support to young people?

Meet Up is our Youth and Family Centre on Thetford's Redcastle Furze Estate. Funded by The National Lottery Community Fund, its main aim is to provide leisure activity and support services for young people and the local community.

The Benjamin Foundation is committed to safeguarding and promoting the welfare of young people. An enhanced DBS check will be required for successful applicants.

The Benjamin Foundation embeds the Nurtured Heart Approach[®] which creates strong and improved relationships by focusing on positive behaviour rather than energising negativity, providing clear rules and consequences, creating an environment in which people thrive.

To apply, visit <http://benjaminfoundation.co.uk/jobs>

OR email recruitment@benjaminfoundation.co.uk

Tel: 01603 886925/886922

Closing Date: Tuesday 21st May 2019 (noon)
Interview Date: Wednesday 5th June 2019 (Thetford)



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Meet Up Services Manager Job description

Job title:	Meet Up Services Manager
Employer:	The Benjamin Foundation
Location:	Meet Up, Thetford
Contract:	Full Time , permanent
Salary:	£24,638.64 - £26,285.09 per annum (depending on qualifications and experience)
Hours of work:	37.25 hours per week to be worked flexibly
Department:	Children, Young People and Families
Reporting to:	Director of Operations

Job purpose

1. Leading and managing on a day to day basis the Meet Up centre and the staff/volunteer team based there
2. Responsibility for leading the delivery of a wide range of youth and community work interventions
3. Reporting on progress towards agreed milestones
4. Leading on the development of the Meet Up service offer beyond the current funding arrangement

Main duties

General

1. To maintain key relationships to high standards at all times
2. To attend and report to relevant meetings both within and beyond The Benjamin Foundation
3. To undertake personal development and attend any relevant training
4. To undertake such other duties as may be delegated or assigned commensurate with the level of grading and role of the post



Managing People, Resources and Finance

1. To ensure that the voice of the service user is inherent in the everyday and strategic development of the service
2. To manage and develop the staff and volunteer team on a day to day basis
3. To identify and record data in line with objectives and outcomes and GDPR protocols
4. To promote equality and diversity
5. To carry out regular personal reviews (supervision) with the team
6. Monitor the training and development needs of staff and volunteers
7. To Lead regular team meetings
8. To attract, recruit and develop a team of volunteers to support service delivery
9. To manage Meet Up Services through a period of change recognising and measuring the impact these changes may have
10. Participation in the recruitment, appointment and induction of staff where required
11. To manage the relationship with the Big Lottery team including full responsibility for reporting against milestones
12. To be responsible for the completion of financial record keeping for the service

Service Delivery

1. Be empathetic and responsive to the needs of young people and their families
2. Maintain confidentiality with regards to children/young people and their families when necessary
3. Take the lead on safeguarding matters as necessary
4. Recognise and maintain appropriate professional boundaries
5. To be able to build and maintain relationships with primary and secondary schools in Thetford and the staff that work in them
6. To ensure the youth support being offered via the Meet Up venue (and any outreach work) is of the highest standard possible, and that regular evaluations of this service take place
7. Establishing and embedding clear routes and techniques for evidencing the impact the work of Meet Up is having using a range of measurement tools including Outcome Star with reports based on this evidence produced as necessary

Strategic Approach and Service Development

1. To ensure Meet Up continues to thrive beyond the current funding offer (to September 2021)
2. To report to the relevant Trustees meetings, including sub-committee meetings when required
3. To work alongside the Business and Finance department to ensure spending is monitored and budgets are set appropriately thus helping to ensure the long term economic sustainability of the service
4. Assisting in the identification of new funding streams and supporting the Bid Writer/Director of Operations in completing the applications to support these
5. Develop and maintain good working relationships with the wider staff team of The Benjamin Foundation



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6. Work with external agencies e.g. Children’s Services where necessary to build positive partnerships
7. To make contributions to the marketing and profile raising of the service with the aim of increasing the number of young people/families benefiting from it
8. To ensure that the service provided by The Benjamin Foundation is developed by a commitment to continuous improvement and quality assurance

Internal Processes and Systems

1. Ensuring all policies, regulations and standards of operation are complied with
2. To ensure high standards of health and safety are maintained by all service team members and appropriate risk assessments are undertaken
3. To monitor and record data required by the wider Foundation and by funding and regulatory bodies
4. Ensuring sufficient resources are in place to enable service levels to be maintained
5. Manage and monitor a contacts database (in conjunction with the corporate team)
6. To work with the HR team to ensure holidays, sickness etc. are properly recorded and monitored
7. To take responsibility for the day today finances of the service, including petty cash and banking and to work with the Business and Finance Department to produce records to support this

The Benjamin Foundation fully embeds the Nurtured Heart Approach in all that it does and staff will adopt this approach as part of their practice.

The Benjamin Foundation reserves the right to alter the content of this job description following consultation, to reflect changes to the job or services provided without altering the general character or level of responsibility.

This post is subject to a full and satisfactory DBS disclosure.

Name of Job Holder:

Signed Job Holder:

Date:

Name of Line Manager:

Signed Line Manager:

Date:



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Meet Up Services Manager Person Specification

Criteria	Details	Essential	Desirable	Assessed	
Qualifications	A Level 4 (or above) qualification in a relevant field		D	Certificate Application	
	A management qualification		D		
Experience	Experience of leading a team	E		Application Interview References	
	Experience of managing and developing a youth support service or similar		D	Application Interview References	
	Experience of project management in a long-term and complex setting	E			
Knowledge, Interests & Skills	A good working knowledge of the needs of children and young people	E		Application Interview	
	An appreciation of the work of the voluntary sector including a basic understanding of the contracts and funding environment	E		Application Interview	
	An understanding of the developments within the youth work sector	E		Application Interview	
	Knowledge of local issues		D	Interview Reference	
	Personal Qualities <i>Positive</i>	A determination to provide a high quality of service	E		Interview Reference
	<i>Confident</i>	Self-aware reflective practitioner	E		Interview Reference
	<i>Competent</i>	The ability to manage the work of other members of staff	E		Interview Reference
	A team leader rather than a hierarchical manager	E		Interview Reference	
	Integrity, honesty, fairness and a commitment to the service	E		Interview Reference	
<i>Collaborative</i>	The ability to relate well to other members of the team and to provide solid leadership	E		Interview Reference	



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	Hard working, flexible and able to demonstrate common sense	E		Interview
<i>Nurturing</i>	The ability to work to ensure the safety of staff, volunteers and service users	E		Application Interview
	The personality and ability to relate positively to young people	E		Interview
	An ability to communicate clearly and effectively via email, telephone and face to face, sometimes dealing with complex issues	E		Interview
<i>Independent</i>	An ability to think independently and work without constant supervision	E		Interview
	Being able to confidently make decisions regarding the day to day matters and to be accountable for these decisions	E		Interview
<i>Progressive</i>	A willingness to undertake training appropriate to the post	E		Interview
Additional	An interest in the long term development of the service working with detailed work plans and objectives	E		Interview
	The ability to work under pressure	E		Interview References
	The willingness to contribute to the wider Benjamin Foundation success story	E		Interview
	A sense of humour	E		Interview