

# Job Description

## Challengers Service Manager

Reporting to: The Head of Service

Accountable to: The CEO and Board of Trustees

Liaising with: Service Team, Quality Team, Finance Team, parents/carers, statutory and voluntary organisations

Line management Responsibility: Leaders

Pay Scale: £29,000-£33,000

Budget Responsibility: Scheme budget

### **PURPOSE OF THE ROLE**

---

Lead the creation and development of high-quality fun and safe services for children and young people. Effectively manage staff to achieve these objectives and strive for continuous improvement.

### **MAIN DUTIES AND RESPONSIBILITIES**

---

#### **Operational**

- Support, develop and manage a range of Challengers play and youth schemes ensuring that all settings provide happy, fun and safe play and leisure experiences for disabled children and young people. The settings you support will be agreed with your line manager in supervision.
- Ensure scheme is compliant with Challengers own policy and procedures and statutory standards.
- Deliver quality activity programs with resources and support.
- Ensure services have the administration in place to keep the children safe.
- Work directly with your services, allowing you to coach and support staff, ensure safety and assist leaders with development.
- Manage staff numbers, ensure training needs met.
- Develop your leaders and be a role model to all.
- To be part of the 'On Call' rota when required

#### **Recruitment and Retention of Staff**

- Assist in staff recruitment and retention, participating in recruitment events.
- Manage scheme leaders, provide supervision, appraisal and training.
- Offer induction, ongoing guidance and professional development.
- Support service development and provide, mentoring in key areas behaviour support, moving people and positive play/youth work.

#### **Finance and Administration**

- Ensure schemes stay within agreed budgets.
- Manage administration efficiently and meet deadlines per policy and best practice.

### **Safeguarding**

- Adhere to Challengers and local Safeguarding policies, report concerns promptly, attend relevant meetings
- Complete designated safeguarding lead training to support scheme in safeguarding

### **General**

- Promote Challengers' strategy, vision and mission to all stakeholders.
- Collaborate with Communications for service promotion.

*This is not an exhausted list-no job can be fully defined in one neat list. We will be looking for your flexibility to carry out other duties as may be responsibly required by your line manager to meet the changing needs of the department.*

## **PERSON SPECIFICATION**

---

### **Qualities, character, attitude and experience expected Challengers staff**

To conduct yourself and represent the Charity in a manner which reflects all the values of *The Challengers Approach*.

### **Essential requirements**

- Experience in working with children and delivering high quality play and youth work for disabled children.
- Leadership experience
- Passion for play and the ability to demonstrate it.
- Strong interpersonal skills to build professional relationships with parents, caregivers and agencies.
- Independent and team-oriented work capability
- Flexibility to work evenings, weekends and holidays.
- Proficiency in computer and office applications
- Knowledge of health and safety, child safeguarding and ability to apply them.
- Prioritisation, common sense and good judgement
- Commitment to the Challengers Approach and Social Model of Disability
- Dedication to equal opportunities, inclusion and diversity
- Willingness to travel to different scheme.
- Willingness to learn new skills and attend training.
- Understanding of data protection in the workplace

### **Desirable requirements**

- Educated to NVQ level 3 / degree level or equivalent.
- Skills in delivering training and staff development.
- Understanding of the issues facing disabled children and young people, their families and carers and of issues surrounding social exclusion.