

Home-Start is committed to safer recruitment practice as an important part of safeguarding and protecting children and vulnerable adults.

## **Job Description – General Manager**

**Job Title:** Home-Start General Manager

**Employer:** Home-Start Aberdeen 1A Alford Place Aberdeen

**Hours of work:** 35 hours/week

**Responsible to:** The designated line manager from the Home-Start Board of Trustees

**Responsible for:** All paid members of staff – Main Office, Group and Shop

**Overview:** To provide vision and dynamic leadership to Home-Start Aberdeen, enabling growth whilst enhancing our reputation for cost-effective early years work with families at all levels of need. Working with the Board of Trustees to develop the strategic direction of the organisation, the General Manager is responsible for operational and financial leadership and for identifying and seizing opportunities that will meet the needs of families.

### **Purposes of the job**

- To hold responsibility for maintaining an overview of the scheme.
- To ensure effective day-to-day management of the scheme in accordance with the Home-Start Memorandum & Articles of Association; the Home-Start Standards & Methods of Practice, Home-Start Agreement and Quality Assurance Standards.
- To ensure the scheme maintains high standards of practice in supporting families within the Home-Start model.
- To ensure equality of opportunity, fairness and diversity in all aspects of the scheme's work.
- To ensure good safeguarding practice in all aspects of the scheme's work.
- To take responsibility for providing leadership and management to the staff team.

### **Main Responsibilities**

- Building and maintaining effective relationships with all relevant levels of statutory and voluntary organisations within both public and private sector to maximise funding and partnership opportunities.
- Ensuring that services are delivered in accordance with statutory and quality assurance requirements.
- Promoting the work of the scheme externally, seeking opportunities to build public profile and provide evidence of its impact, as well as highlighting critical issues.
- Developing a culture of continuous improvement through implementing an engagement and service feedback strategy and enhancing performance monitoring arrangements to ensure that reporting meets the requirements of all stakeholders and funders.
- Ensuring that there is sustainable funding for ongoing work and planned projects.
- Supporting the Team Leader and Shop Manager in the day to day management of the scheme.

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### **Managing the scheme**

- Reporting to and supporting the Board of Trustees to ensure the effective strategic management, development and future funding of the scheme.
- Generating ideas, identifying, researching and investigating alternative approaches and seeking out new/ innovative opportunities.
- Ensuring all Home-Start policies and procedures are implemented and reviewed.
- Ensuring effective administration, monitoring and financial systems are in place.
- Managing the operational work and deploying the scheme's staffing and financial resources in the most effective way.
- Ensuring that bids or tenders submitted are adequately costed and risk assessed and that contracts or SLAs are delivered and targets met.
- Recruiting, selecting and onboarding paid employees.
- Leading the staff team and ensuring all employees receive effective supervision, direction and opportunities for development.
- Contributing to and supporting the development of the Home-Start network locally, regionally and nationally.
- Leading and managing internal change.
- Seeking opportunities to expand and promote the role of Home-Start Aberdeen and its methods of engaging with families.
- Ensuring appropriate liaison and communication with referrers and other professionals
- Networking appropriately within the community.
- Influencing local policy and community development as appropriate.
- Providing guidance to Team Leader as required.
- Engaging with stakeholders and routinely seeking feedback on service delivery to identify future need and implement improvements.
- Carrying out effective performance monitoring to suit a variety of purposes.
- Fundraising, including an understanding of funders' requirements.
- Attending all relevant Board meetings and other out of hours activities.

### **Governance**

- Ensuring that Home-Start Aberdeen is fully accountable to the Chair and Board in the development and delivery of strategic, operational and annual plans, budgets, risk assessments and QA systems including safeguarding.
- Ensuring that the Board receives appropriate advice and information on all matters relevant to the fulfilment of its governance responsibilities.
- Ensuring timely and appropriate reporting to the Board on progress against relevant plans and responsibilities.
- Supporting the Board in periodic reviews of mission and strategy and in reviewing its own effectiveness and impact.
- Creating and maintaining an annual calendar of meetings of the board and principal sub committees.
- Advising on the structure and composition of the Board and its committees.
- Working collaboratively with the Chair and nominated other Trustees as appropriate.

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The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

Any substantial or major changes will be discussed.