# Job Description

**Role Title:** Befriending Services Manager

**Conditions:** 21 hours per week, pension, 25 days annual leave and 12 days public

holidays per year (pro rata).

**Role Purpose:** To realise and develop Lead Scotland Befriending services in line with our strategic ambition. Promote, develop, and manage our Befriending Services; sustain and develop projects and services; work in way which involves befriendees and effectively meets demand; work with colleagues to inspire innovation, attract new business; have responsibility for posts and/or programmes as required.

**Location:** Home based, remote working post with some travel to projects

**Organisation:** Manager position reporting to Business Manager & Depute CEO and working with colleagues across the organisation.

## Main Duties and Responsibilities

### Promote and Manage Befriending Services:

* Work closely with the management team to agree and deliver befriending service targets aligned with our strategic ambition.
* Sustain and develop quality standards, striving for excellence.
* Drive the development of remote and face to face befriending services which meet demand.
* Develop high quality staff and volunteer learning opportunities.
* Liaise with partners, funders, and markets across Scotland.
* Participate in the development of national, regional, and local project proposals.
* Write and submit funding applications and budgets.

### Staff Management

* Participate in the recruitment and line management of staff in line with Lead’s corporate requirements.
* Effectively line manager staff through support and supervision, appraisal process and team meetings; provide induction for new staff.
* Maintain and encourage effective team working and shared good practice, provide team leadership.
* Ensure that staff and volunteers involved in Lead’s activities are appropriately recruited, trained, and supported.

### Project Management:

* Work in an agile way across a range of digital platforms used for planning, communication, and record-keeping in line with Lead’s policy and practice.
* Control income and expenditure for agreed Lead activities, within agreed budgets.
* Agree service targets, and monitor their attainment, review and revise.
* Communicate effectively with colleagues throughout Lead.
* Produce progress reports for Chief Executive Officer, Board and funders as required.

### Other related duties:

* Promote Lead Scotland befriending services internally and externally in line with our vision and strategic plans.
* Develop new and existing links and partnerships with organisations/agencies.
* Represent Lead Scotland’s work through the media.
* Attend Lead Scotland meetings as required and as appropriate.
* Represent Lead Scotland at national conferences and other forums.
* Any other reasonable duties as required by the Chief Executive Officer

## Expected Outcome

Work effectively as a manager supporting Lead Scotland to achieve our strategic objectives and further develop our reputation for excellence in the provision of specialist befriending services. Work in a way which focusses on best value and impact, involving key stakeholders in the design and delivery of services. Help Lead Scotland realise the potential of technology to meet our organisational and stakeholder demands.

Lead Scotland is an organisation centred on people. As such managers play a key role in upholding our values, building a culture of wellbeing within the focus on organisational development and growth. We encourage empathy, sensitivity, and enthusiasm to ensure our commitment to equality and diversity in everything we do. Managers inspire confidence, providing direction, inspiration, motivation, support, and guidance to colleagues.

## Person Specification (see next page)

## Person Specification

**Post Title: Befriending Services Manager**

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|  | **Essential**  | **Desirable** |
| **Education/ Qualifications/ Training** | * Very good digital skills and agility
* Academic or management qualification (or comparably qualified by experience)
 | * CLD Standards Council full or Associate Member
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| **Experience/****Knowledge** | * At least 3 years project management experience
* Track record of achieving project targets
* Experience of evaluating individual and organisational learning needs
* Experience of costing, writing, and negotiating funding proposals
* Ability to manage staff effectively
* Experience of budget monitoring and control
* Experience of using self-evaluation frameworks to improve
 | * Experience of managing Befriending Projects, including supporting staff and volunteers in emotionally demanding roles.
* Understanding of Lead Scotland’s social, political, legal, and economic context
* Knowledge of key partners and networks
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| **Skills/****Abilities**  | * Confidence in communicating one to one and with groups. \*
* Excellent organisation skills
* Ability to engage and motivate people
* Active listener
* Holistic approach/non-judgemental
* Very good analytical and problem-solving skills
* Flexible and adaptable
* Demonstrated commitment to continuous professional development
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| **Additional** | * Clear PVG check
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\*In the context of this role, communicating involves:

* written communication via email.
* Telephone conversations with colleagues, partners, and learners.
* Online communications using different platforms including Zoom and MS Teams, with colleagues, partners, and learners.
* In-person conversations with learners, colleagues, and partners.
* Occasional opportunities to present information to colleagues, learners, and partners using a medium that works for you, which could include flipcharts, Canva/PowerPoint/Slido etc, video, recorded spoken word, or spoken word/sign language as required.