



## **Job Description - Community Development Manager**

**Post title:** Community Development Manager

**Base:** Vestry Hall offices, Cemetery Road, Sheffield  
**Salary:** NJC SCP (25-27) - £29,577 - £31,346 pro rata  
**Fraction:** (0.6) Three days a week  
**Accountable to:** ISRAAC Trustees  
**Duration:** Three years subject to funding

### **Job Purpose:**

The Community Development Manager (the Manager) will play a key role in ensuring the management and smooth running of the ISRAAC Somali Community Centre. The Manager should ensure the Centre provides opportunities and support for the Sheffield Somali community, and for all surrounding communities in our deprived part of Sheffield.

The Manager will develop the Vestry Hall complex as a Community Hub, exploit the facilities available and identify new opportunities by means of effective marketing, networking and innovative solutions. Working closely with the ISRAAC Trustees and staff and local statutory, voluntary and community sector organisations, the Manager will ensure that the Community Hub is a vibrant, well-managed facility, hosting and reaching out to local community members and organisations.

The Manager will be given a high degree of autonomy, will be self-motivated and will carry out the role with the support and policy direction of ISRAAC trustees.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Staff Management**

- Manage, supervise, provide leadership and support staff to ensure that the team fulfils its responsibilities and is working towards ISRAAC's objectives.

### **Volunteer Management**

- Support and supervise ISRAAC's volunteers in accordance with the ISRAAC's Volunteer Policy.

### **Financial Responsibilities**

- Maintain an overview of the financial position of the Centre - including billing, premises maintenance payments and returns and reports to statutory bodies - in conjunction with the ISRAAC's Finance and Operations Manager.

- Responsible for overall financial oversight of ISRAAC's budget and expenditure

### **Fundraising**

- Investigate options and apply for external funding, including grants to further develop ISRAAC's offer of a community and local enterprise Hub.

### **Governance Support**

- Facilitate management meetings and enable an effective learning and sharing culture across partners
- Prepare reports for and attend all ISRAAC trustees and staff meetings.

### **Representing the Organisation & Partnership Development**

- Represent ISRAAC at appropriate forums and report back to the trustees on key decisions and outcomes
- Develop close working relationships with local partners to seek compatibility of activities and delivery of innovative joint ventures.

### **Strategic Development and Planning**

- Develop activity plans for ISRAAC that meet funder and internal requirements
- Ensure adherence to monitoring and evaluation guidelines, frameworks and indicators for the ISRAAC programme, in line with established partnership agreements
- Monitor and review staff performance and identify success criteria; give corrective feedback and action when required
- Regularly review and update ISRAAC's risk register: ensure appropriate mechanisms in place to reduce the risks
- Develop and implement procedures for the effective management of the Centre's caretaking staff.
- Be responsible for operational and financial planning as well as human resources and logistics for the Centre

### **Evaluation & Monitoring**

- Ensure timely, quality reporting, monthly, quarterly, annual and final reporting
- Build quantitative and qualitative evaluation into the work of the centre to feed into review and improvement as well as marketing and fundraising.
- To supervise the organisation's database of contacts and participant information

## **Promotion & Marketing**

- To produce and update a marketing and communications plan
- To work with the Finance and Operations Manager to implement this plan in order to promote the use of the Centre including maintaining the Centre's social media and website, maximising publicity opportunities and liaising with the local media.

## **Building Management**

- To liaise with all staff and users to ensure the smooth running of the Centre and its activities.
- To be responsible for health and safety in the building and, to make sure the building is safe and secure at all times by ensuring that minor defects are rectified and major ones are reported to ISRAAC Trustees.
- To ensure the Centre has an up to date User Induction Pack and procedures for using the Centre.

## **Business Development**

- To develop services and facilities in accordance with the aims and objectives of the ISRAAC's Business Plan.
- To develop and implement constructive working relationships with the Friends of the Community Centre to enhance the services provided and to deliver improvements to the Centre.
- To encourage local services and activities to be run from the Centre, for example open days, social events, public inquiries, advice services and annual general meetings.
- To develop the services and facilities of the Centre in an entrepreneurial manner.
- To set appropriate hire charges and terms and conditions of hire the main hall in consultation with the ISRAAC trustees.

## **Other ISRAAC Centre related duties**

- The post holder will also undertake such additional administrative duties as necessary in relation to the work of ISRAAC Community Hub.

## **PERSONAL QUALITIES**

The Manager will have a strong commitment to ISRAAC's vision and to help members of the community get involved with the smooth running of the Centre. The Manager will also need to be self-reliant, energetic, able to work on their own initiative and to prioritise activities.

The success of the Centre will depend heavily on the organisational skills of the Manager and his/her ability to communicate effectively with all members of the community and work alongside colleagues and ISRAAC Trustees.

## **Skills and abilities:**

- A professional attitude and approach to the management of the Centre
- Excellent communication skills – both written and verbal
- Customer services skills
- Confident, self-motivated, innovative and able to work under pressure
- Well-developed team leadership skills
- Able to prioritise work and demands
- Able to work as part of a wider local team
- Understanding of financial budgets
- Able to work flexible hours
- Excellent coordination skills, both internal across programming sectors and support teams, and externally with delivery partners
- Ability to communicate and negotiate effectively with community organisations and mainstream agencies.
- Advanced writing skills and experience in reporting
- Ability to build and maintain effective relationships with both mainstream and voluntary sector organisations representatives
- Leadership and training skills; able to build the capacity and guide a culturally diverse team
- Fluency in written and spoken English
- Reporting both verbally and in writing on the delivery of services to a wide client group.
- Computer skills incl. MS Word, Excel, Outlook and PowerPoint

## **You have/are:**

- Proven problem solving and organizational skills; is flexible and organized in a challenging environment
- Excellent interpersonal communication skills at all levels
- Good team player, able to listen and motivate

- Able to work in a culturally diverse environment
- Able to work with minimum supervision and be pro-active
- Able to work under duress, occasional flexibility in terms of working out of hours
- Knowledge of issues affecting Black, Asian, Minority, Ethnic Communities in Sheffield and the surrounding areas
- Knowledge of policy context for Black, Asian, Minority, Ethnic work in Sheffield and the surrounding areas
- Experience of line management of staff
- Project management experience

### **Education and training:**

- Educated to at least A-level standard or equivalent with a range of relevant qualifications.
- Computer literate with a working knowledge of WORD, EXCEL and ACCESS
- At least three years' proven experience in business, project management or marketing.

### **Other:**

- A strong commitment to community-based services
- Able to work occasional evenings and week-ends and attend the Centre at short notice
- Consent to an enhanced DBS disclosure