

Centre Manager - Reading Information Pack

At Thrive, we are working towards creating a future where people with ill health, disability or disadvantage experience the life-changing benefits of gardening and nature.

We:

- Deliver life-changing Social and Therapeutic Horticulture programmes.
- Train practitioners and advance professional standards in Social and Therapeutic Horticulture.
- Provide gardening advice for people living with health conditions or disabilities.
- Advocate to get Therapeutic Horticulture recognised and more widely utilised.

About You

You will be an organised people person with strong people management skills. Someone who can manage competing demands and prioritise, a creative problem solver, and is comfortable with a varied workload.

A confident communicator with relationship and partnership development skills, able to work with a range of stakeholders, both internal and external e.g. Health and Local Authority Commissioners, charitable partners, trust and grant funders .

Our Values

We believe everyone can improve their health through gardening. Our core values are:

People-focused - We care about and respect people as individuals.

Collaborative - We achieve greater things by working with others.

Excellence - We hold high standards for ourselves and those we train.

Ambitious - We grow, adapt and innovate.

At Thrive, we care about employee wellbeing. We offer flexible working arrangements to accommodate a positive work life balance, competitive leave entitlement and pension, as well as a professional and inspiring working environment.

Job Description

Location:	Reading (Beech Hill)
Reports to:	Head of Client Services
Direct reports:	Senior STH Practitioner, Mini Bus Driver and Client Services Coordinator
Salary:	£32,275
Hours:	35 hours (full time)
Contract:	Permanent

Main purpose

To oversee the delivery of high quality and effective Social and Therapeutic Horticulture (STH) delivery and processes at our Reading site and surrounding communities. Delivering the client services strategy, growing our charitable impact and ensuring the long-term sustainability of the centre and programmes delivered.

Leading the development of local partnerships, stakeholder, referrer and service delivery contractual relationships. Working closely with the Fundraising and Philanthropy team to realise local trust & grant, corporate and individual donor opportunities.

To be a key contact point with referral partners and promote the work of Thrive, building referral pathways, diversifying the client base and increasing client numbers.

Key Responsibilities

Impact and delivery

- To support the Client Services team, working with individuals to improve their health, wellbeing and independence through high-quality, person-centred Social and Therapeutic Horticulture programmes.
- Ensure that all new client gardeners have an appropriate induction, taster session and assessment of needs (typically by Senior & STH practitioners)
- Ensure effective data recording and use of the Beacon database.
- Manage the implementation of operational risk assessments, working with the Head of Client Services to ensure all risk assessments are regularly reviewed.
- Ensure Thrive's Health & Safety policies and procedures are properly implemented and adhered to, implementing monitoring and actions.
- Accidents & Incidents are properly recorded and reported; implement required actions to mitigate further occurrences.
- Develop the local charitable services in line with Thrive's strategic objectives. Undertake local needs assessment and use to identify growth opportunities.
- Prepare local annual plans and budgets, ensuring sustainable service development and Thrive achieves its strategic aims.

- Monitor monthly management accounts and collation of data required on a monthly, quarterly and annual basis. Highlight trends and reasons for variance to Head of Client Services and finance team.

Planning, finance and fundraising

- Ensure that Thrive fulfils its commitments to funders and uses Trust and Grant income in line with the funding applications and agreements, collaborating with Fundraising Team in managing local funder reporting and accounts relationships. Providing timely reports as needed.
- Identify opportunities for growing our local delivery, working with the Fundraising team to identify local grant-giving organisations and opportunities to grow individual donations.
- Work with the Business Development team to develop corporate opportunities to grow income, establish charity of the year partnerships and increase corporate volunteering day take up.
- Work with Senior STH Practitioner and the wider team to maximise local trading.

Management

- Leadership of centre staff and volunteers. Building a strong team culture and working relationships at the centre and with the wider organisation, in line with the organisational values.
- Manage the Senior STH Practitioner and Client Services Co-Ordinators. Working with them to ensure there is, at all times, sufficient staff and volunteer capacity for the safe running of the services.
- Manage the Mini Bus Driver and ensure sufficient scheduling of the service and regular maintenance of the vehicle.
- Ensure the buildings are maintained in line with the schedule of works and mandatory requirements and liaise with landlords as needed. Organise and oversee repairs to the garden buildings, managing contractor appointments and scheduling of works in conjunction with the Senior Practitioner and CSC.
- Enabling the Client Services Coordinators to oversee the client gardener referral processes, corporate volunteering days and volunteer coordination. Identify and implement remedial actions to ensure that targets are met.

Safeguarding

- Act as the Regional Safeguarding Officer, managing the local response to safeguarding incidents/allegations.
- Provide support to staff and volunteers in relation to their roles and responsibilities in line with our Safeguarding Policy and Procedures.

Partnerships

- Lead local networking and engage local referral partners, working with the Client Service Coordinator to maximise awareness of Thrive and grow referral pathways and client gardener referrals.

- Proactive business development to identify new partnerships to ensure the continued sustainability of the centre and grow our impact through STH delivery.
- Provide high quality and timely reports and communications to local stakeholders.
- Ensure that appropriate agreements and documents are put in place for partnership working e.g. Outreach.

General Responsibilities

- Play an active role in the Client Services Team, inputting to organisational development and improvement projects, as required. Support the preparation of annual business plans and budgets aligned with Thrive's strategic plan.
- Assist colleagues across Thrive with access to suitable case studies, testimonials, feedback, data and photographs to support funding bids, funder reports, commissioners' reviews/audits, communications and campaigns.
- Work collaboratively with Comms and Marketing teams to identify key audiences in the London region and to ensure that Thrive's communications are accessible and relevant to the local audiences.
- Input to and support local events, representing Thrive to local stakeholders, including community groups, to increase awareness and engagement with the charity.

This list is not exhaustive. Amendments and additions may be required in the future, in line with policy and other changes.

Person Specification

Area	Essential	Desirable/Useful
Skills and Knowledge	<ul style="list-style-type: none"> • Relationship building, networking and using local intelligence to develop charitable or business opportunities. • Ability to coach staff and volunteers to adopt best practice, be directive and provide clear parameters and next steps. • Ability to handle sensitive issues with compassion and impartiality, addressing issues where needed • Managing and reporting on budgets. Effective cost management. • Up to date digital skills including use of MS365 and CRM systems to manage work and reporting; comfortable with MS Office tools • Ability to manage and motivate self and others • Awareness and understanding of the challenges faced by the people Thrive exists to support. 	<ul style="list-style-type: none"> • Awareness of social prescribing, and health and social care commissioning • An understanding of the principles of Social & Therapeutic Horticulture or other therapeutic interventions • Ability to design service delivery to ensure the Safeguarding of Adults at Risk and Children
Experience	<ul style="list-style-type: none"> • Line management experience; effective staff recruitment and induction. • Experience of developing a positive team culture. • Completing risk assessments and complying with H&S policies. • Working with and contracting suppliers for repairs, ensuring value for money • Success working to KPI's, and strategic objectives and targets. 	<ul style="list-style-type: none"> • Performance management process. • Management and motivation of volunteers • Supporting teams in raising Safeguarding incidents/allegations and reporting • Contributing to case for support and funding applications • Effective Change and Project Management track record
Personal Attributes	<ul style="list-style-type: none"> • Interpersonal and communication skills and the ability to build rapport with a diverse range of people • A clear thinker with strong analytical skills, initiative and drive • Strong verbal and written communication • Strong personal organisation, time management and prioritisation. 	<ul style="list-style-type: none"> •

Area	Essential	Desirable/Useful
	<ul style="list-style-type: none"> • Solution focused problem solver who can adapt to team and business needs. • Able to manage a varied workload and competing priorities • Confident speaker with the ability to represent Thrive through media opportunities. • 	
Other	<ul style="list-style-type: none"> • Committed to the aims of Thrive • Able to encourage and develop a new team with strong team cohesion • Willingness to travel (Locally and to other regional centres – Birmingham & Reading) 	<ul style="list-style-type: none"> • Driving licence and transport

Overview of Terms of Employment & Benefits

Salary: £32,275

Contract: Permanent

Location: Based at our centre in Beech Hill, Reading. Option for a hybrid role with up to 2 days remote per week with prior approval.

Working hours: a normal working week is 35hrs, Monday to Friday, between 8.30am-4.30pm (core hours 9am – 4pm) with flexibility of start and end times with prior agreement. Some flexibility of working hours may be required and given the nature of Thrive's services working on evenings or Saturdays and Sundays is occasionally undertaken, in which case days off in lieu may be granted.

Probationary period: there is a probationary period of 6 months for new employees, with reviews at 3 months and 6 months. Thrive may extend this period of probation if necessary.

Notice periods: during the probation period, the notice period will be **4** working weeks. After the probationary period, the notice period will be **8** working weeks.

Holidays: annual holiday entitlement is 25 days, rising to 27 days after 5 years. In addition to annual holiday entitlement, you are entitled to all statutory holidays and bank holidays, or if work is undertaken on those days you are entitled to straight days off in lieu.

Sickness absence: Full salary for the first 20 days; half salary for the next 20 days; subsequent absences at nil salary (apart from any SSP entitlement) until return to work.

Pension: you will be automatically enrolled into Thrive's contributory pension after 2 months employment. Thrive's contribution to the pension scheme is 4% of gross salary and you will be required to contribute a minimum of 4%.

Employee Assistance Programme: The EAP offers a range of services that are designed to offer you a happy and fulfilling life. This includes access to free counselling services and several information helplines.

Lifeworks/Perks: A portal that offers discounts and cashback - Employees can access 1000s of perks with discounts on everyday purchases, discounted cinema tickets, savings at their favourite restaurants, cashback and more.

To Apply:

Please send your CV and a written statement explaining how you meet the person specification and what you will bring to Thrive, to recruitment@thrive.org.uk by **Friday 10th July**.

First round interviews will be held **W/C 20th July**. Second Interviews will be scheduled for the following week.

To achieve our goal of engaging as many people as possible in 'gardening for health', we know that our employee team needs to better reflect and represent all our communities. Therefore, we particularly welcome applicants from a Black, Asian and Minority Ethnic background, and disabled people, as these groups are currently under-represented among Thrive's employees.

Thrive are a Disability Confident Employer and as such we are committed to the employment and career development of disabled people and will offer an interview to give you the opportunity to demonstrate your abilities at an interview, if you declare that you have a disability and meet the minimum criteria for the job.



By 'minimum criteria' we mean that you must provide us with evidence in your application which demonstrates that you generally meet the level of competence required for each competency as well as meeting any of the qualifications, skills or experience defined as essential.

Successful appointment to this post will be subject to satisfactory references and Disclosure & Barring Service checks. Thrive complies fully with the DBS Code of Practice. Having a criminal record will not necessarily prevent an individual from working for Thrive.

Charity No. 277570

Company No: 1415700