

Contract	Permanent
Hours per week	28 hours
Salary	£39,330.00 FTE (£31,464 pro rata) +5% pension contribution
Reporting to	Chief Executive Officer, KVA
Responsible for	Deputy Manager, Team Leader and Administrator,

Kingston Voluntary Action (KVA) is the premier Local Infrastructure Organisation for the voluntary and community sector in the Royal Borough of Kingston upon Thames. Our Eco-op division provides person-centred activities, opportunities and support for adults with learning disabilities, mental health needs and neurodiversity, helping people build confidence, independence, wellbeing and meaningful community connections.

Job Summary

The Kingston Eco-op Manager is responsible for leading day-to-day delivery and strategic development, ensuring high-quality, support for people with learning disabilities, mental health needs and neurodiversity. Working closely with KVA's CEO the purpose of the role is to sustain safe, effective services, build partnerships, secure resources and maintain Eco-op's strong profile and delivery of innovative and person-centred care.

1. Lead Eco-op to deliver safe services that promote independence, choice, dignity and wellbeing.
2. Work with the CEO to shape Eco-op's strategic direction, sustainability, profile and future development.
3. Manage the centre, staff and volunteers effectively, ensuring compliance with KVA policies, safeguarding, health and safety, and statutory requirements.
4. Build strong relationships with commissioners, partners, funders, stakeholders and support networks.
5. Monitor performance, evidence impact and maintain Eco-op's reputation as a leading community service.

Key Duties and Responsibilities – Management of the centre

- Oversee the management of Kingston Eco-op, including service delivery, contracts, administration, staffing and day-to-day operations.
- Manage direct reports to work in line with KVA policies and procedures.

- Ensure clients' health, care and support needs are understood, reviewed and met and clients' input is acknowledged.
- Be the designated safeguarding lead for Eco-op and ensure risk registers, incidents and safeguarding concerns are managed appropriately.
- Monitor performance and impact, contributing to commissioner reports,
- Provide information for Trustee updates and the KVA Annual Report.

Key Duties and Responsibilities – Strategic Development

- Work with the CEO to develop and deliver Eco-op's strategic plan, identifying opportunities for growth, change and sustainability.
- Represent Eco-op to commissioners, funders, partners and wider sector networks.
- Identify emerging risks and opportunities and advise the CEO on issues affecting Eco-op and its clients.
- Establish networking, promotion and strong stakeholder relationships to broaden relationships and understanding of Eco-op's services.

Key Duties and Responsibilities – Financial and Resource Management

- Work with the CEO to secure Eco-op's financial sustainability through tenders, funding applications, service agreements and income generation.
- Oversee budgets, management accounts and annual accounts with the KVA Finance Manager.
- Monitor premises, resources and staffing to ensure services remain affordable, safe and fit for purpose.

General Duties

- Front line support for clients as necessary.
- Maintain accurate records, attend meetings and supervisions, and design and participate in training and development.
- Undertake other reasonable duties commensurate with the role.

Personal and Professional Development

- Participate in KVA Appraisal process and identify learning and development needs.
- Share best practice and achievements and actively seek opportunities for innovation.

Additional requirements: Working hours may include occasional evenings and weekends.

The role will be based at the Searchlight Community Centre in New Malden, Kingston.

This role is subject to satisfactory references and DBS checks.

We welcome and encourage job applications from people of all backgrounds.

This job description will be subject to regular review and adjustments.

Person Specification

Education and Qualifications	Essential	Desirable
NVQ or equivalent qualification in health and social care level 3	X	
Safeguarding Adults at Risk training up to Designated Lead Level		X
First Aid at Work	X	
Experience		
Proven experience of working with people with learning disabilities and/or mental health conditions	X	
Minimum 3 years' experience of managing a service or centre and managing a staff team	X	
Experience of safeguarding vulnerable adults at risk and implementing related procedures and protocols		X
Experience of developing and maintaining relationships with a diverse range of clients, stakeholders and partners	X	
Experience of managing challenging behaviour and mediating conflict	X	
Experience of working in the VCSE Sector		X
Skills, Knowledge and Abilities		
Understanding of Adult Social Care environment, working practices of home care providers, independent living services and needs of carers	X	

Ability to oversee a busy day centre	X	
Ability to lead, manage and motivate a diverse team in accordance with the values and ethos of KVA	X	
A good understanding of and commitment to Equality Diversity and Inclusion agenda and its successful implementation	X	
Ability to develop operational plans for delivery and growth	X	
Ability to write funding applications		X
Ability to set and monitor budgets		X
High level of oral and written communication skills, including a range of communication styles to meet clients' needs	X	
Ability to recognise mental capacity and implement managing risk	X	
Knowledge of data protection best practice and the UK General Data Protection Regulation (GDPR)		X
Excellent interpersonal skills and ability to work effectively with a range of stakeholders, including other professionals, clients' support networks, care managers, families/carers etc	X	
Good literacy, numeracy and IT skills (Microsoft Office)	X	
Ability to work under pressure and remain calm in stressful situations	X	
Flexible, adaptable and reliable	X	