

SERVICE MANAGER

Job Description

Kingston Bereavement Support
53-55 Canbury Park Road
Kingston
KT2 6LQ

Registered Charity No.1160983



Kingston Bereavement Support

Specialist counselling
and other services to help you
make sense of your loss.



Kingston Bereavement Support

We provide a counselling service to children, young people and adults who live, work, study or are registered with a GP in Kingston upon Thames who have been bereaved



"It was my first experience of counselling. I found it unbelievably helpful. I would recommend KBS unreservedly as the outcomes for me have been life changing.



Client testimonial

Kingston Bereavement Support (KBS) is the only bereavement service in Kingston Upon Thames. We are a registered charity and an organisational member of Child Bereavement UK and the British Association for Counselling and Psychotherapy (BACP), whose code of ethics we adhere to.

We have two services; the Adult Service for eighteen years and upwards and the children and young people's service, 'The Saying Goodbye Project' for four years and upwards.

The key aim of both services is to deliver high quality, specialist bereavement counselling for the community of Kingston upon Thames, with equal access to all who need it. We welcome and respect people from all backgrounds and cultures.

We have close and long-standing relationships with GPs, local schools, children's services as well as other professional and voluntary sector organisations throughout the Borough; this enables us to reach the most disadvantaged and vulnerable young people who can benefit from the support we offer.

Who we are looking for:

A committed and passionate person who can work as part of small team to provide a professional, effective, and quality service, ensuring that equal opportunities are available for everyone.

The ideal candidate will be/have:

- Excellent leadership skills and be adept establishing and sustaining productive partnerships.
- Experience of managing experienced staff, including personal development and objective setting.
- Experience of managing, monitoring and evaluating service or organisation provision.
- Practical experience of operational functions, ideally including IT, finance and marketing.

The role of the Service Manager

Reports to: The Board of Trustees

Responsible for: The day-to-day management of Kingston Bereavement Support

Main purpose: To manage all aspects of KBS operations as required by the Trustees, so that KBS fulfils its charitable and contract objectives. These include:

Delivery of therapeutic services
Leadership and staff management
Fundraising
Financial management
Promotion of the organisation
Monitoring and reporting

Hours: 14 hours per week, preferably worked over 2/3 days

How to apply: Complete application form and return to info@kbscharity.org.uk

Main Duties

Leading and managing the organisation

- Undertake and/or share the role of Designated Safeguarding Lead.
- Ensure KBS has a business plan (agreed with the Trustee Board) in place to achieve its objectives.
- Implement the business plan, monitor progress and take action to ensure that annual objectives are achieved.

- Ensure that KBS's mission and values are consistently applied within and beyond the organisation.
- Ensure KBS discharges its constitutional and legal obligations and that appropriate policies are in place.
- Ensure an effective risk management process is in place.
- Ensure KBS has effective day-to-day operations.
- Lead on recruitment of staff and support the Service Coordinators with volunteer and Supervisor recruitment.
- Provide leadership to KBS staff by ensuring individual responsibilities are well defined; keep under review and appraise the work of staff.
- Provide leadership to KBS volunteers and support Service Coordinators to review and appraise their work.
- Establish and maintain an HR system and policies that support good leadership to maximise the potential of staff and are in keeping with the mission and values of KBS.

Fundraising and financial management

- Oversee the work of the Fundraiser to establish and implement a plan (agreed with the Trustees) to secure an income stream that meets agreed annual targets. This includes researching and applying for funding and reporting to grant funders and the Board, as required.
- Seek to ensure that KBS has the resources (human, material and financial) to operate as effectively as possible.
- Be accountable to the Trustees for the overall financial health of the organisation; ensure that expenditure is controlled in line with budgets as approved by the Board.

Promotion of the organisation

- Establish and sustain productive networks with all principal supporters and stakeholders (including commissioning teams), and ensure KBS is presented in an appropriate and professional manner to its stakeholders so that KBS maintains a positive reputation as a provider of therapeutic services.
- Seek opportunities to expand, promote and market the role of KBS in order to develop the organisation.

Working with the Board

- Contribute to the development of a long-term strategy that can guide KBS in achieving its objectives.
- Ensure appropriate presentation and reporting to the Board on the progress of the organisation and on all matters relevant to the discharge of its mission and contractual responsibilities.
- As agreed with the Chair/s, develop policy proposals for Board discussion and decision in order to facilitate organisation development.
- Support the Chair/s in ensuring the continued engagement/involvement of all members of the Board.

Monitoring and Evaluation

- Track, analyse and report on performance and impact.
- Use data to inform organisation and contract priorities.
- Share and Report data to key stakeholders and funders.
- Equal Opportunities

Equality, Diversity and Inclusion

KBS is committed to equity, diversity and anti-discriminatory practice and promoting human rights both as an employer and in the provision of our service; we are respectful of each individual and aim to acknowledge their needs and wishes within the provision of our services. KBS expects all employees and volunteers to promote it's policy in the workplace and undertake training, as necessary.