



The Bridge Project Southwest

Service Manager

PERSON SPECIFICATION

	Essential / Desirable	Application/ Interview
EDUCATION, QUALIFICATION AND TRAINING		
Management qualifications at degree level, equivalent experience or a vocational qualification	E	A
Advanced IT skills with Microsoft Office programmes – Word, Outlook, PowerPoint, Excel, Teams	E	A
Training in a trauma informed approach to working practices	D	A
ISVA Manager training (Lime Culture or equivalent)	D	A
EXPERIENCE		
Experience of team leadership, motivating, developing and leading teams through change	E	A/I
Experience of report writing and the use of monitoring & evaluation tools and case management systems, with the ability to analyse complex quantitative and qualitative data	E	A/I
Experience of working within partnerships and/or multi-agency settings	E	A/I
Experience of working with volunteers and/or lived experience groups	D	A/I
Experience of service delivery, performance and caseload management, preferably in a third sector organization	E	A/I
Experience of working within legislative and /or regulatory frameworks and supporting internal and external governance processes	E	A/I
Safeguarding sensitive information to appropriate standards with sound experience in GDRP	E	A/I



Experience of delivering training or group work	D	A/I
KNOWLEDGE, SKILLS & ABILITIES		
Solution focused with a creative approach to problem solving	E	A/I
Strong communication skills with the ability to build and maintain relationships, both internally and with external stakeholders and partners	E	A/I
Excellent organisation skills with strong attention to detail	E	A/I
Knowledge of service planning and development within the third or public sector	D	A/I
Understanding of and competence in decision making with regards to child protection and vulnerable adults Safeguarding procedures	E	A/I
Expertise in safe working practices and the management of professional boundaries	E	A/I
Resilient attitude with the ability to manage unexpected or difficult challenges at work	E	I
Knowledge of ISVA services and their current (and likely future) governance	D	A/I
Understanding of national and local domestic abuse and sexual violence context and legislation	E	A/I
Knowledge of Sexual Assault Referral Centers (SARCs) and their referral processes	D	A/I
PERSONAL		
Commitment to the vision and mission of the Bridge Project and the delivery of the ISVA Service across Devon and Cornwall	E	A/I
A desire to put staff development and high-quality service delivery at the heart of decision-making	E	A/I
Promote, plan and ensure the health and wellbeing of your staff	E	A/I
Ability to take initiative and work dynamically and flexibly	E	I
Knowledge and understanding of the impact of Sexual Violence and the importance of trauma informed practice or a willingness to undertake training in these areas	E	I
A commitment to anti-oppressive practice (positive regard for equality, diversity and inclusion)	E	I



The ability to work within and represent the ethos and values of The Bridge Project Southwest partnership	E	A/I
A calm, empathetic approach with the ability to make professional judgements in emotional or pressurised situations	E	I
A flexible and collaborative approach to work and achieving the aims of the service	E	I
Ability to travel across Devon and Cornwall	E	A/I
Commitment to undertake mandatory training and continuing professional development	E	A/I