

PHOENIX FARM OPEN DOOR PROJECT
THE ARK ADVICE CENTRE
REGISTERED CHARITY: 1098333



JOB TITLE: Project Manager	Salary: £30,000 p/a
Hours: 30 hours per week	Annual Leave Allowance + pension: Currently statutory minimum applies, however, there is a possibility of negotiating on these with a successful candidate.
Responsible to: The Board of Trustees	
Location: The Ark Advice Centre, NG4 4HX	

The Role: The Ark is a Christian charity that exists for the prevention and relief of poverty and hardship; it is a UK registered charity and a member of Advice UK. We are excited to announce we are hiring a new project manager to take us into a new phase in our 20-year history.

Who we are looking for: We are seeking an individual who is experienced in charity sector work and is enthusiastic about building community and assisting people in hardship and poverty. The ideal candidate will have knowledge of welfare rights advice work and a background in the charity sector. They will have a vision for how to help the charity reach its potential and continue the legacy of excellent advice provision that is already established.

The successful candidate will need to be self-motivated, dynamic and enjoy leading a small team of staff and volunteers. They will have a high level of English language skills both written and oral and will be a good listener able to empathize with people in distress.

Responsibilities include:

- Responsible for the day to day running of the Centre, including recruiting, training, monitoring and support of staff and volunteers.
- Securing funding agreements through writing funding bids and building partnership work.
- Lead on the promotion of the Charity and liaison with other organisations, including statutory bodies such as HMRC, Charity Commission and Borough Council, plus churches and church organisations, councillors, food banks and the local MP.
- Maintain adequate records and provide full reports and statistics for funding bodies and trustee meetings.
- Counting and securing daily cash takings and liaison with Treasurer to establish budgets and monitor cash flow
- Keep up to date with relevant legislation.
- Identify need in the community and set up appropriate groups/projects to address those needs, in consultation with the Board of Trustees
- Manage a complaints process approved by the Trustees.
- Overseeing staff welfare rights and employment advice casework and manage the casework systems.
- Overseeing enquiries in person, by telephone and by email.
- Overseeing case records for the purpose of continuity of casework, information retrieval, monitoring, and reporting
- Undertake any other reasonable requests, consistent with the purpose of the post, as directed by the Board of Trustees including occasional advice appointments.

Personal Qualities and Skills

There is a genuine occupational requirement that the post holder will be a practising Christian.

Experience of using IT case management databases	E	Application/Interview
Ability to communicate clearly both written and orally		
Facilitation skills		
Customer focused		
Ability to recognise key issues and recommend actions		
Ability to prioritise		
Commitment to Equal Opportunities		
Ability to achieve solutions using own initiative		
Operates effectively under pressure		
Ability to work co-operatively with others and gain the trust and respect of colleagues		
Ability to work on own initiative		
Willingness to undertake job related training		
Ability to develop and support group work		
Ability to maintain confidentiality		
Ability to motivate others		

Relevant Experience

Experience of working in an advice centre, either paid or voluntary	E	Application/Evidence
Experience of delivering advice and guidance	D	Application/Evidence
Experience of managing others and supervising casework	D	Application/Evidence

Qualifications:

Essential: GCSE or equivalent qualifications in Maths and English – Grade C and above.

Desirable: Advice and guidance qualifications

Safeguarding:

A satisfactory enhanced Disclosure and Barring Service (DBS) check will be a requirement once a conditional offer of employment is made to successful candidates.

How to apply:

Please send your CV and a covering letter explaining why you want the job and how your experience fulfils the criteria to thearkjobs@gmail.com.

Application deadline:

Applications must be received in the format stated above by Wednesday 8th January 2025. Interviews are currently scheduled for Wednesday 15th January 2025

For further information please call 0115 8599556 or email thearkjobs@gmail.com