Wandsworth Carers' Centre

Senior Manager

Person Specification

*This post is open to **male applicants only** due to a genuine occupational requirement.*

Experience	Essential E	Desirable D
Experience of successfully managing and getting the best from staff and volunteers (Minimum of 3yrs experience)	E	
Experience of developing and delivering frontline services (Minimum of 3yrs experience)	E	
Data management	E	
Reporting	E	
Excellent ambassadorial skills and experience of developing productive relationships with external stakeholders	E	
Experience of volunteer management including recruitment and supervision		D
Experience of writing funding applications		D
Project development		D
Quality assurance		D
Experience of assessing risk /need and case management		D
Experience of working in a multi-cultural, multi-ethnic and diverse environment		D
Experience of HR management		D
Skills and Abilities		
Clear and concise spoken and written skills in English	E	
Excellent time management and organisational skills with the ability to successfully project manage multiple activities / workstreams	E	
Developed IT skills, including experience using Microsoft Office (i.e., Microsoft Office 10 or 365), digital communication platforms such as Teams or Zoom and client management database systems (e.g. Charity Log)	E	

Ability to develop and facilitate training and peer support groups in line with service plans and identified need	E	
Ability and commitment to work autonomously and as part of a team	E	
Developed digital skills including website and social media		D
Ability to think and plan strategically and proactively	E	
Ability and understanding of how to effectively use social media and other digital social network platforms as an engagement, information sharing and signposting		D
Marketing skills		D
Ability to understand approaches to quality assurance and quality standards	E	
Good listening skills, empathy and an appreciation of diversity in experience and background	E	
Knowledge		
Working knowledge of dealing with safeguarding and risk / vulnerability issues, including ability to advice and support staff	E	
Knowledge/ability to understand and use relevant legislation in the field of Carers	E	
Knowledge and understanding of confidentiality in the context of duty of care	E	
Knowledge of good practice in Carer / service user involvement and coproduction		D
Ability to use database programmes creating and pulling data reports for the purposes of quality assurance, service improvement, development, preparing monitoring reports, and fundraising activities.		D
Attitude		
Aligned with the vision and mission of the Charity	E	
Commitment to the practical implementation of Equality, Equity, Diversity & inclusion policies and a clear understanding of the issues	E	

Commitment to working within the Centre's policies and procedures	E	