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**POSITION: General Manager New Forest Mencap**

**2 Year fixed contract (in first instance) - Part-time 3 days a week**

**LOCATION (flexible): Nedderman Centre Marryat Road New Milton BH25 5NY**

**Information & Advice Hub 1 Old Milton Road New Milton**

**www.newforestmencap.org.uk**

**office@newforestmencap.org**

**RESPONSIBLE TO: Board of Trustees via The Chairman**

**SALARY: £32,000 per annum – Pro-rata 3 days a week.**

1. **ABOUT NEW FOREST MENCAP:**

We are an independent local charity affiliated to but not financially supported by Royal Mencap. New Forest Mencap NFM) is a small but expanding organisation and this is an exciting time to join us as we prepare to meet the post pandemic challenges to help address the difficulties that many of our people with learning disabilities, their parents and carers have faced. We are paving a way for a more tailored approach to support them, through the implementation of three new services for taking greater control in managing key areas of their life with appropriate advice, training and support.

1. **OUR VISION**

Our vision is of a world where people with a learning disability are treated with dignity and respect, valued equally and listened to, thereby enabling them to achieve their potential and lead a meaningful and fulfilling life, taking their rightful place in the community.

1. **OUR MISSION** is to:

* Support people with a learning disability across the New Forest to fulfil their potential and lead satisfying and purposeful lives
* Involve these people and their families, staff and other stakeholders in every aspect of the services and activities we provide.
* Campaign for change & improvement in the lives of people with a learning disability.
* Build on our high quality services and be responsive to changing needs.
* Run an effective and well managed organisation that provides a highly valued, beneficial and professional caring service

**4. THE JOB:**

As NFM General Manager, you will be responsible to the Chairman and Trustees for the overall management and development of New Forest Mencap. You will be supported by individual Trustees who will retain a leading and supporting role in key areas of the organisation. Your primary responsibilities will include:

* The Nedderman Centre
* The Central Advice Hub – shared in partnership with New Milton Citizens’ Advice Bureau
* Support for the Charity Shop in New Milton
* A new Information, Advice and Guidance service led by a service practitioner
* A new Life Skills programme led by a service coordinator
* A new Employment & Volunteering service led by a service coordinator
* The development of further services as funding permits

Encouraging a team-based approach to a culture of continuous improvement based on clear values and principles, modelling best practice

Maintaining high standards of customer care in the context of the organisation’s vision, to uphold the Equality and Diversity Policy, Health and Safety and Safeguarding standards and to participate in appropriate training activities.

# 5. MAIN DUTIES

This is not a complete statement of all duties and responsibilities of the post. The post holder may be required to carry out any other duties as are reasonably required:

# Strategic responsibilities

* To deliver on key objectives in line with the NFM’s vision and mission
* To act as the designated safeguarding lead for the organisation

# Quality responsibilities

* To ensure that the services provided by NFM meet the principles and requirements of all appropriate legislation
* To carry out quality audits in all services as required by Trustees
* To produce an annual quality assurance report for each service using feedback from all stakeholders
* To ensure that all policies and procedures are recorded, kept up to date and communicated, including personnel, organisational, client specific and company and charity commission requirements
* To promote anti-discriminatory practice
* To ensure that customer care is maintained to the highest standards, making sure that complaints, comments and compliments are dealt with swiftly and effectively and that lessons are learned and shared
* To provide regular reports to the Board of Trustees as required by the Chairman and ensure Trustees are kept informed on all relevant matters.

**Management responsibilities**

* Delivering the core objectives and goals of the organisation, monitoring progress and recommending new developments to enhance the work of NFM
* To provide leadership for the services shown above, striving for continuous improvement and achieving the best outcomes for the people we support
* To ensure the successful operation of the Nedderman Centre, the Advice and Information Hub, the Charity Shop and that all health & safety and safeguarding requirements are adhered to
* To work with other team members and Trustees to make sure that people we support and their carers are involved in the planning, review and delivery of services
* To ensure that the people we support are protected from abuse, taking account of relevant legislation
* To monitor, investigate and record any significant events, accidents or incidents In line with NFM policy and statutory obligations
* To develop effective working relationships with local social care, voluntary and other bodies in pursuit of joint partnerships in furthering improvements to learning disability services in the New Forest
* To liaise as appropriate with the New Milton and Brockenhurst Gateway Clubs.

# Financial responsibilities

* To ensure that the organisation’s finances are managed in accordance with agreed budgets and financial management systems as approved by Trustees and overseen by the Treasurer. To provide reports as requested in liaison with the Office Administrator
* To explore income generation proposals and funding applications for grants to support the future financial security of NFM and the services it provides
* To ensure that NFM meets contractual obligations for all services commissioned or supported by our funders.

# Staff responsibilities

* To supervise and manage the staff team which includes three service development staff; an office administrator; and any other staff employed as the result of commissioned services
* To ensure that appropriate induction, training and supervision and other records are put in place and recorded
* To encourage and develop staff to perform to the best of their ability
* To ensure that all staff have regular supervision and appraisal in line with NFM policy
* To ensure compliance with mandatory training in all services
* To take a lead role in grievance and disciplinary matters as described in NFM’s personnel policies
* To ensure that all services provided by NFM meet the requirements of the Health & Safety at Work Act Etc..1974 and any other relevant legislation or regulation.

**General Manager New Forest Mencap: Person Specification**

**The successful candidate will:**

* Be appropriately qualified and come with successful experience in the charitable or voluntary sectors
* Have knowledge and understanding of the learning disability community, including people with learning disabilities, their parents, carers and other providers
* Have experience of developing effective partnerships in the local and wider community
* Have experience of managing a team successfully
* Be an excellent communicator
* Be able to prioritise and organise effectively and efficiently
* Have a good working knowledge of budgets and financial systems
* Have good IT knowledge and skills, including awareness of current GDPR requirements
* Have a full current driving licence and access to a vehicle
* Be subject to a satisfactory DBS check