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**Job Description**

**Scheme Manager - Essential Household Goods and Support Scheme**

Having delivered this service in different contracted formats since 2013 we are thrilled to have secured this new service commissioned by Lancashire County Council that will launch on 1st December 2021. The scheme will deliver for a minimum term of three years with an option to extend for a further 2 years.

Selnet has an established community presence and VCSE (Voluntary, Community and Social Enterprise) partner base. We are looking to recruit a staff team with the skills and experience to deliver a high-quality end-to-end solution for service users who access this service. The service supports Lancashire residents in crisis and incorporates three strands of activity.

The **Scheme Manager** will manage all elements of the scheme and ensure the scheme offers an accessible, fair, and impartial service that effectively supports Lancashire residents at a very difficult time. The successful applicant must be able to forge relationships and work closely with all scheme partners, develop and improve internal management and contract reporting systems, leading a skilled well-organised team of staff.

The sourcing and delivering essential household items for successful applicants is a very well-established part of the service. This element will continue to be undertaken by a long term established partnership of Furniture Reuse Organisations (FRO) who are geographically positioned to deliver the essential items across the 12 Lancashire County Council districts.

**The post will be based at –** Brentwood House, 15 Victoria Road, Fulwood, PRESTON PR2 8PS.

**Hours of Duty** - This will be a full-time post – 37 hours per week. To be worked as the service demands.

**Salary - £32,500 - £35,000** dependent on experience.

**Pension –** 10% company pension contribution

**Probationary period – 6 months**

**Travel Expenses – 45p per mile**

**Organisational Relationships:**

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| **a)** | **Reports to:** | | Chief Executive Officer/Deputy CEO  (The CEO is accountable to Selnet Chair, its Board of Directors and Members) | |
| **b)** | **Manages:** | | Essential Household Goods and Support Scheme and staff team | |
| **c)** | | **Collaborates with:** | | Scheme partners including furniture reuse organisations.  All directors, officers and members of SELNET, and appropriate employees of external organisations.  Other integrated agencies and Local and National networks relevant to the scheme. |

**Primary Objectives - The post holder will:**

Develop an application and award process for the scheme’s delivery - an area that is new to Selnet. Develop a Memorandum of Understanding (MoU) between external partners that the scheme will be dependent upon to reach people within our communities who are in crisis. Lead and support project staff in the successful and effective delivery of the scheme.

Support Selnet's core aims, mission and its strategic plans set against annual targets.

**Principal Duties and Responsibilities are:**

To work with the CEO/Deputy CEO and the LCC contract team, creating an excellent working relationship. Co-produce performance target measures and oversee all areas of performance management within the scheme.

To identify, oversee, monitor, and manage all risks pertaining to the scheme. Ensuring risks are identified early and contingency mechanisms are implemented. CEO/Deputy CEO to be fully appraised of all risks.

To establish and communicate clear outputs and outcome measures with FRO partners that ensures an efficient service for approved furniture awards.

To undertake regular reviews of referrals partners, either directly and/or through direct reports to assess the quality of practice, the impact made and geographic coverage of the scheme.

To prepare and contextualise comprehensive data and intelligence to a wide range of colleagues and strategic partners.

To regularly review and report to the CEO/Deputy CEO on the effectiveness of the scheme. Feedback your considerations to ensure the scheme is of a high quality, fit for purpose and meets the needs of service users.

To identify, analyse and assess trends and gaps in provisions.

To work with Selnet Communications Officer develop marketing, communications and PR activities which promote the scheme and its achievements.

**Staff** **Management**

Lead, support and develop a team of staff, and giving advice and guidance to colleagues outside of the internal project team.

Work with Selnet’s outsourced HR management consultants to complete all required people management procedures and routines for scheme staff to comply with Selnet Policies and procedures throughout the employee’ term with the Company.

**General Duties**

To workto enable Selnet to improve our partnership base of those organisations (particularly from the VCSE sector) to engaged with the scheme.

Work with Selnet’s Finance Officer to adapt existing financial management systems to the new scheme and ensure efficient management and controls in line with Selnet Company procedures.

To contribute to regular and ad-hoc reports for a range of interested parties including Lancashire County Council officers, district and unitary authorities, and strategic partners.

To ensure any complaints from any source are reported (to the CEO) and are dealt with in a fully compliant and professional manner to ensure that concerns are addressed, resolved and documented in line with relevant Selnet Policies.

To support the future development and on-going sustainability of Selnet. Working with the team to obtain on-going finance/funding for Selnet’s activities; recognising as they arise potential trading prospects and grant or contacting opportunities that would further the aims of Selnet.

**General Conduct**

Deal professionally and proficiently with enquiries from colleagues, business contacts, visitors and members of the public.

Support or represent the organisation at events and meetings as required and provide a professional service.

Adhere to stated policies and procedures relating to health and safety, equality & diversity and quality management.

Adhere to procedures relating to the proper use and care of equipment and materials for which the role has responsibility.

Assist with all general office duties as and when required.

The post holder will be expected to maintain professional conduct and appearance. The post holder will be required to sign an agreement of confidentiality in relation to some aspects of the enterprise. All staff are expected to conform to the policies and procedures in respect of employment, health and safety and risk management and acknowledge they have read and understood them. Staff are also expected to be familiar with the business and operational plan and to support the aims of the company. In line with good practice appraisals carried out to review performance and consider continuing professional development.

The post holder will be subject to a DBS check and a Right to Work in the UK check.

*This job description outlines the main responsibilities of the person appointed as Scheme Manager for the Essential Household Goods and Support Scheme. The post is subject to the continued funding of this scheme by Lancashire County Council.*

**Person Specification**

**Scheme Manager - Essential Household Goods and Support Scheme**

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| QUALIFICATIONS | ESSENTIAL | DESIRABLE |
| Management Qualification |  | √ |
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| EXPERIENCE | ESSENTIAL | DESIRABLE |
| Proven recent experience of setting up new projects | √ |  |
| Extensive staff management experience | √ |  |
| Experience of working in social care of crisis setting | √ |  |
| Considerable experience of working with and reporting to contract commissioners. | √ |  |
| Experience of delivering projects offering support to individuals who are in crisis | √ |  |
| Experience of managing a project budget, ensuring that resources can be provided over the lifetime of the project | √ |  |
| Experience of being solely responsible for project delivery |  | √ |
| Comprehensive knowledge of crisis support and intervention | √ |  |
| Extensive proven Partnership working particularly in the VCSE sector | √ |  |

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| SKILLS | ESSENTIAL | DESIRABLE |
| Proven leadership skills | √ |  |
| Able to lead, support and motivate staff | √ |  |
| Excellent line management skills | √ |  |
| Excellent communication skills at all levels | √ |  |
| Ability to develop networks between local groups and services that might complement the work of this scheme | √ |  |
| Ability to forge relationships with a partnership network and stakeholders | √ |  |
| Ability to deliver presentations to partners and stakeholders | √ |  |
| Ability to analyse and interpret complex data | √ |  |
| Ability to write comprehensive project reports | √ |  |
| Excellent IT competence in Microsoft Excel | √ |  |
| Able to monitor and evaluate services | √ |  |