



Community Service Support Manager

Job Title:	Community Service Support Manager
Salary:	Circa £30,000 per annum
Hours	Monday to Friday 9am to 5pm (35 hours per week)
Team:	Community Service Support Department
Reporting to:	Operations Manager

MAIN PURPOSE OF JOB:

To provide excellent managerial support to the community service support department and registration team and lead by example by showing the ability to communicate interpersonal skills, problem solve, decision making and time management. To help ensure that the team carry out accurate and timely follow ups with all new and ongoing cases. To build rapport with our clients in a warm and friendly manner and have empathy with our clients' needs. To quickly identify any problems and ensure each conversation is handled in a compassionate manner.

A good telephone manner is essential, together with excellent literacy and IT skills, coupled with the ability to work to tight deadlines, often under pressure.

This is a sensitive role which requires an individual with the ability to handle confidential information and correspondence.

MAIN DUTIES AND RESPONSIBILITIES:

- I) Responsible for managing and motivating the community service support and registration team to include delegation of tasks.
- II) To control and expedite escalation cases as well as manage relationships with owners and their families.
- III) To communicate effectively with team members, provide feedback and support as well as addressing any issues or concerns and where necessary make a referral to the Head of Department
- IV) To monitor performance and capability of the team as individuals and also as part of a team, carry out 1:1 meetings and suitable and productive Performance Management meetings annually. You will also be responsible for any staff welfare or disciplinary procedures that arise, within the team.
- V) Reporting and analysis of data.

- VI) To oversee applications and interviews for any new team members
- VII) To consider training needs as and when required to help develop employees skill set and ability to perform their roll as effectively as possible.
- VIII) To help answer all incoming calls general queries relating to community service support for our clients.
- IX) Throughout the course of your work to ensure you record your responses on each individual case on our database.
- X) Ensure responses to both incoming and outgoing department letters are updated on each case, to ensure a prompt reply and timely referral where necessary.
- XI) Throughout the course of your work, to identify when on the phone, possible good stories to enable us to approach and persuade all individuals involved to submit an article for the newsletter.
- XII) To handle telephone inquiries and relay messages where appropriate.
- XIII) To demonstrate a proactive, positive and flexible attitude to all our clients.
- XIV) To have flexibility to work additional hours for holiday and sickness cover when directed.
- XV) To liaise with all other staff of the Trust in a flexible manner.
- XVI) At all times to ensure and maintain a compassionate, professional and efficient public image for the Trust.

Together with such additional general duties as the Employer shall reasonably require, having regard to the needs of the Employer's business as a Charitable Trust.