



Abbey Street Community Centre
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Application Pack

Development Director

The Centre Place

Salary: £42,000- £45,500 pro rata, depending on experience

Hours: Part-time and flexible hours between 18-22 hours per week. Negotiable.

Base: This is a remote role with bi-monthly/quarterly visits to our office in Worksop. Negotiable.

Term: Permanent

Hello and welcome!

Are you passionate about supporting children, young people and families? Do you want to be part of making positive change and improving health and wellbeing outcomes for the next generation and influencing the future?

An exciting opportunity has arisen for an experienced senior charity professional to lead the development of our active and successful organisation.

We are seeking a Development Director to continue to grow and expand our organisation through income generation and strategic planning, building on our historic successes and planning ahead for an even more sustainable future. You will be responsible for overseeing the delivery of our high quality services through line managing our Services Manager, and indirectly leading a team of 9 staff and 6 volunteers. You will work with the service delivery team and Board of Trustees to ensure the charity's activities are effective and economically viable; you will secure and manage resources effectively and will provide visionary leadership to support in devising and delivering the charity's next strategic plan.

This is an exciting time to join our organisation; we have financial security and organisational sustainability as well as established and newly developed collaborative initiatives with local providers expanding to national providers through our pioneering specialist LGBT+ service.

As an organisation we believe that having a diverse workforce and allowing people to be themselves is essential to good employment practice, we are openly supportive and encourage difference.

The Centre Place History

The Centre Place is a charity based in Bassetlaw that was established in 1996, following local statutory and voluntary sector providers working collaboratively to address identified gaps in provision for services supporting young people aged 16-25 years living within an area of multiple deprivations, predominantly around housing need. The Centre Place became a registered charity in 1999 and, over the years, we have developed a range of innovative and specialist services evolving and expanding these in line with the needs of the local community. Our services are aimed at addressing inequalities

and vulnerabilities and creating opportunities to empower children, young people and families, enabling them to improve their health and wellbeing. We have specialised in providing homelessness and housing support, drop-in support services, benefits advisory services, employment and educational support, independent living, a young parent's support service, social education support, Talkzone counselling service and an LGBT+ support service.

In 2017 The Centre Place commissioned an independent service evaluation to review the local needs of the area and shape the direction and resources of the organisation. This evaluation evidenced that there had been a large number of changes to different services and therefore the provision that is available throughout the local area. It found that these changes had had a positive impact in the area particularly for young people. This reduced the need for the organisation to continue to offer some of services that it had historically provided as part of our core service delivery. The service evaluation, internal monitoring and evaluations and on-going work and consultations with partner organisations evidenced local gaps in services focusing on LGBT+ and mental health support. As a result of this The Centre Place dissolved all other services over an 18 month period leaving Talkzone Mental Health and Counselling Service and the LGBT+ Service Nottinghamshire in operation, both delivering support to children and young people aged 11-25 and their families.

In response to the COVID-19 pandemic we have transferred the delivery of provision to a range of virtual platforms. In addition to this, we worked collaboratively with partners in delivering a localised humanitarian response aiming to mitigate the impact of the situation on children and young people. In response to local need we have recently created a new role, outside of our Counselling and LGBT+ provision, for a Young Person's Social Prescribing Link Worker. This innovative role is the first Social Prescribing Link Worker within the Bassetlaw area to focus on children and young people, working in partnership with primary health services, providing personalised one-to-one support, addressing the wider determinants of health improving health outcomes.

Over the years we have established a successful track record of engaging some of the most hard-to-reach children, young people and families within the local area, providing vital support services to thousands of local people. Our work with socially excluded and vulnerable children and young people has been championed by other local and national services and we have received numerous awards and commendations for this. We are committed to continuing to develop a social model of health, working collaboratively in new and innovative ways with partners across the health and care sector. We pride ourselves on utilising a person-centred, asset-led approach to services at a grassroots level across Bassetlaw communities; ensuring that service users are at the forefront of organisational design and development.

Future plans and key deliverables

We are working towards increasing our offer of mental health service via Talkzone - we have added a mental health worker role and plan to add Cognitive Behavioural Therapy therapists to the workforce too. Talkzone has only delivered counselling until last year, we recognise that this is not effective for all mental health issues and there is a gap in other services locally. We are working with health and improved access to psychological therapies to develop and mobilise this- again this is likely to have been achieved before the role starts and if not, the plans are underway so there would be limited input required.

Your key deliverables in the first 12 months

Your first 12 months

This is the first time we have split responsibilities for service delivery management and organisational development at a senior level in the organisation. Previously we have had a Director who has been

responsible for managing service operations and income generation, strategy and organisational development. We have recently appointed a full time Services Manager who will manage the charity's services allowing the Development Director to focus on income generation and organisational development. This exciting new role has lots of scope to create new strategies and ways of working within the charity to support our ambitions to grow and secure more financial sustainability. We know we will want our new Development Director to prioritise the following in the first 12 months of their role:

- *Fundraising strategy and income generation.* Our average annual income is £350,000. We are in the very strong position of having already secured our 2022/23 budget and some of our 2023/24 budget so there is breathing space for our new Development Director to get up to speed. There is potential for growth of a small fundraising team if funds allow. You will be responsible for building a new fundraising strategy for the organisation looking at a mix of income streams but specifically focusing on:
 - Generating earned income through training and consultancy
 - Developing existing and fostering new relationships and partnerships with corporates
 - Reviewing our grant income pipeline and prospect list and create a rolling pipeline of potential funders
 - Submitting funding applications
 - Utilising volunteers and pro bono experts to support fundraising
- *Trustee Board development* - working closely with existing Board members, recruit new Trustees, onboard new Board members and work with the Board to ensure they are as effective and efficient as possible.
- *Volunteer recruitment* - support the team with recruitment of volunteers to support the charity's operations, including possibly forming a Fundraising and Marketing Committee of expert volunteers to support fundraising.
- *Capital project planning* - work closely with the staff team and Board of Trustees to plan for expanding the charity's services through an exciting capital project.
- *Governance* - revisit the charity's legal status and consider a possible new legal status (for example CIO) to enable the charity to adapt and grow in the future.

JOB DESCRIPTION AND PERSON SPECIFICATION

Scope of Role
<p>The post holder will be highly motivated, professional and passionate about improving the health and wellbeing of local people through:</p> <ul style="list-style-type: none"> - Leading on income generation for the charity focusing on grant fundraising, both institutional and private, major donor fundraising and corporate partnerships.

- Working in partnership with the organisation's Services Manager, Board of Trustees and user led steering group to develop and deliver the aims and objectives of the organisation, driving key priorities based on assessments of community needs.
- Leading the organisation to devise and deliver an ambitious new strategic plan.

Principal Responsibilities

- Sustain and where possible increase funding levels to maintain existing service provision, ensuring services continue to demonstrate high quality, responsive and efficient services that are delivered in line with local needs and within allocated resources.
- Work closely with the Services Manager and Board of Trustees on the development and transformation of new services, ensuring the organisation continues to respond effectively to the future environment within which it will operate.
- Contribute to a culture of continuous improvement of outcomes for local people.
- Respect, support, contribute to and take personal responsibility for implementing the organisational ethos and commitment to inclusively, diversity and equality of opportunity across the organisation for staff and service users.
- To perform duties to standards required by the organisation in accordance with quality assurance.
- Facilitate and attend meetings as required to meet the needs of the organisation and delivery of services.
- Demonstrate commitment to continuing professional development and attend training courses to enhance skills and performance.

Strategy and Leadership

- With the Services Manager, develop organisational strategic and operational plans, embracing new ways of working and ensuring plans are based on robust methodologies and evidence.
- Ensure all services meet sector best practice benchmarks, organisational targets, and performance targets.
- Analyse and interpret complex data such as service activity, demand and capacity data, finance or performance data, present findings and produce reports in order to inform planning decisions.
- Embed a culture of efficiency, effectiveness, productivity, sustainability and value for money for all service delivery and organisational responsibilities.

- Provide leadership and motivation and encourage a positive team-working environment for The Centre Place team.

Income Generation and Operations Management

- Create and implement an appropriate fundraising strategy focusing on the key income areas of earned income through training and consultancy, grants, major donors and corporate partnerships.
- Build relationships with existing and new major donors to secure funding for the organisation.
- Create a pipeline of appropriate grants and write funding applications to grant makers both statutory and private, ensuring compliance with legislative, organisational and contractual obligations.
- Manage grants and commissioning contracts ensuring services are delivered to set specifications, performance targets are met and reports submitted on time.
- Build relationships with existing and new corporate partners to secure funding and other support for the organisation.
- Work with the staff team and Treasurer to produce financial projections and reports relating to the charity's income and expenditure.

Operations management

- Oversee the day-to-day operations of the organisation, with the support of the Services Manager, in line with the established operational plan and organisational objectives.
- Analyse performance against all relevant indicators and compile quarterly data reports to reflect this.
- Present performance reports to the Board of Trustees on a quarterly basis including undeliverable or mitigation data.
- With some support from the staff team and Treasurer, take responsibility for managing organisational finances, ensuring that realistic budgets are set and that income/expenditure is regularly monitored and remedies enacted.

Staff Management

- Contribute to an inclusive working environment where diversity is valued and each staff member is able to contribute, promote and uphold equality through everyday actions.

- Manage, motivate and develop the Services Manager and indirectly the rest of The Centre Place team, to ensure that they are able to deliver the aims and responsibilities of the organisation.
- Effectively lead and manage the Service Manager and support them to manage a team of 9 staff and 6 volunteers, through the appropriate allocation of responsibilities and workload, day to day staff management, facilitating regular supervision, annual development reviews and team meetings.
- Work with the Services Manager and Management Committee on the recruitment of staff and where necessary processes such as grievance and disciplinary matters.
- Oversee clear lines of accountability for staff in the delivery of organisational objectives and targets.
- Oversee the Services Manager in ensuring that staff are compliant, fully trained and knowledgeable in relation to organisational policies and procedures and their individual requirements within these.
- Oversee the Services Manager in maintaining accurate records of all staff annual and sickness leave and information provided for payroll purposes.

Governance, Policy and Procedural

- With support from the Services Manager and Board of Trustees, ensure all policies and procedures are implemented throughout the organisation and inform operational and delivery methodology.
- Oversee the Services Manager and work with the Board of Trustees, to ensure excellent safeguarding throughout the organisation.
- With support from the Services Manager and Board of Trustees, ensure compliance with General Data Protection Regulation and Data Protection Act 2018.
- With support from the Services Manager and Management Committee (Board of Trustees), ensure all policies and procedures are reviewed periodically and devise new Policies and Procedures in line with organisational development where appropriate.
- Work with the Board of Trustees to ensure the charity is well governed in line with Charity Commission guidelines.
- Oversee compliance with the Health and Safety at Work Act 1974 and all other relevant legislation, that risk assessments, annual health and safety risk reviews are undertaken, reviewed and documented on an annual basis.

Person Specification

Category	Essential	Desirable
Experience	<p>Relevant senior management experience at an equivalent level to this role within the charity sector.</p> <p>Demonstrable experience of successfully securing and sustaining funding streams, in particular relationship fundraising and grant writing including commissioning contracts.</p> <p>Experience of a strategic review and planning process.</p> <p>Experience of report writing, managing budgets and finances in-line with contractual obligations.</p> <p>Experience of collaborative working across disciplines and organisational boundaries working with a range of stakeholders.</p> <p>Experience of line management of at least one other person.</p> <p>Experience of prioritising workload and working to set time parameters.</p> <p>Experience of handling confidential information.</p>	<p>Experience of working within our field of operation either in service delivery or as a fundraiser.</p> <p>Experience of organisational management within third sector settings.</p> <p>Experience of leading a team through a strategic review and planning process.</p> <p>Experience within the marketing, branding and communications functions of charity, to support fundraising.</p>
Knowledge	<p>Demonstrable understanding of the management of third sector organisations.</p> <p>Demonstrable knowledge of evidence-based approaches to decision making.</p> <p>Knowledge and delivery of effective governance/accountability systems to secure quality, performance and value for money.</p>	<p>Understanding of issues facing LGBT+ communities.</p> <p>Knowledge of the local area - Bassetlaw/North Nottinghamshire.</p> <p>Understanding of mental health issues affecting children and young people.</p> <p>Understanding of wider determinants of inequalities.</p> <p>Knowledge of marketing, branding and communications to support fundraising.</p>

Skills and Competencies	<p>Excellent interpersonal skills, able to engage effectively with all.</p> <p>Ability to influence and negotiate with a wide range of stakeholders; including ability to manage conflict as required.</p> <p>Self-motivated and able to work independently and autonomously as required, without the need for close supervision or support.</p> <p>A confident communicator, both verbally and in writing. Ability to write clearly, emotively and persuasively.</p> <p>Demonstrated ability to plan over short, medium and long term and adjust plans and resource requirements accordingly.</p> <p>Analytical and problem-solving skills.</p> <p>Ability to understand a broad range of complex information quickly and make recommendations.</p> <p>Financial management skills.</p> <p>Ability to form and maintain good working relationships with staff, partners and key stakeholders.</p> <p>Ability to keep accurate and complete records consistent with best practice policies and procedures.</p> <p>Ability to organise time and balance conflicting priorities.</p> <p>IT literacy.</p> <p>Ability to work collaboratively and flexibly.</p> <p>Ability to relate to a diverse population.</p> <p>Ability to be flexible, responsive and agile, adapting to a rapidly changing environment.</p>	
Valuing Diversity	<p>Demonstrable appreciation and acknowledgment of the range and</p>	

	<p>complexities of diversity; self-awareness in terms of emotional intelligence, biases and personal triggers; cultural competence – cultural sensitivity and awareness</p> <p>Demonstrable respect of diversity and value of individual difference.</p> <p>Champions for inclusivity and the fair and appropriate treatment of all people regardless of ethnicity, religious, belief, gender identity, age, ability, sexual orientation, appearance or position.</p> <p>Proactively seeks to reduce inequalities of disadvantaged groups and acts to raise awareness of the benefits of diversity and build active commitment to ensure equality of opportunity.</p>	
Others	<p>Demonstrates a high level of personal integrity.</p> <p>Willingness to work flexibly (including some work outside usual hours).</p> <p>Ability to travel across the district and beyond.</p> <p>Willingness to undertake relevant training in order to comply with the requirements of the post.</p> <p>Demonstrable commitment to ongoing personal and professional development.</p>	

What can The Centre Place offer you?

- An opportunity to be a part of our important work with children and young people.
- Freedom to make the role your own and be influential in the strategic direction of the organisation.
- Working with a small, friendly and united team.
- Space to get up to speed and settle into the role, with funding for the organisation secured into 2023/4.
- Professional development opportunities through attending training.
- A predominantly remote role with limited travel required to our base in Worksop.
- Flexible working to suit your family and personal circumstances.

- An opportunity to join a small organisation who value diversity, inclusion, equity and accessibility for all.
- Freedom to develop the role and fundraising team.
- Support from a motivated, friendly and committed Board of Trustees.

The Centre Place is proud to commit to creating and celebrating a diverse and inclusive team to deliver the best quality programmes we can. We are welcoming and inclusive and provide a family friendly and flexible environment. We are supportive of everyone regardless of their background and would like you to feel comfortable in bringing your authentic self to work.

Application Process

Please contact info@centreplace.org.uk for a full application form. Applications will not be accepted in any other format. Feel free to contact us for an informal conversation before applying if you have any questions you would like to ask about the role or the organisation.

Recruitment will be ongoing until we find the right person for this role, please submit your application as soon as you are able if you are interested in the post.