

JOB DESCRIPTION



Job Title:	Life Skills Area Manager
Department/Section:	Care/Life Skills
Reports to:	Head of Care
Principal Contacts:	<p>Internal Contacts: Head of Care; Payroll and Finance Administrator; Estates Manager; ICT Coordinator; HR Dept; Safety & Compliance Officer; Staff Training Coordinators x 2; Volunteer Coordinator; Home Managers; Life Skills Area Manager (Land Based); Bus Staff; Assistant Managers; Students</p> <p>External contacts – Care Managers; family contacts; psychologists, advocates, feeder schools, other care providers, external verifiers, external contractors and suppliers, retail outlets, art galleries, local community/neighbours</p>
Job Purpose:	<p>To manage the day-to-day operation of the 'MYLife Skills Academy' & 'Art at the Farm' gallery and to oversee the Granary Restaurant training programme.</p> <p>To ensure students are provided with safe, financially sustainable and quality services which meet their identified accredited training, or wellbeing requirements.</p>
Responsible for:	<p>MYLife Skills Academy Assistant Manager and service staff; Art at the Farm Assistant Manager and Service Staff; Life Skills Coordinator (Granary Restaurant).</p> <p>Finance: Budget-holder for MYLife Skills Academy; Art at the Farm</p> <p>Other physical resources from a range which might include: premises, stock, equipment, IT, vehicles, machinery, cleaning materials, furniture and instruments.</p>

Main Duties and Responsibilities:

(This list is intended to define the main duties and responsibilities that are required to be undertaken by the post holder and is not a comprehensive list of all duties that may be required from time to time)

1. Lead, manage and motivate team members, providing direction and leadership, undertaking staff appraisals, conducting team meetings, addressing welfare issues, advising on and implementing personal development, training and coaching, maximising performance from team members in order to ensure that they contribute effectively to the service in alignment with the Trust aims and objectives. Responsible for staff performance management and conduct including conducting investigations and staff discipline up to the level of Final Warning.
2. Hold responsibility for the day-to-day operational management of the designated service areas, ensuring high quality service provision at all times.
3. Prepare the annual budgets and Service Development Plans in conjunction with the Head of Care. Regularly monitor performance against agreed budget and Development Plan targets.
4. Ensure that the services remain compliant with the requirements of the local authority day services contract, including submission of quarterly Key Performance Indicators and annual Self-Assessment Forms (SAF).

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5. Ensure that all staffing issues are handled in line with the Trust's HR policies and that all actions taken by direct reports follow best-practice/policy guidance.
6. Maintain permanent, temporary and casual staffing levels, recruiting staff and being responsible for selection decisions within budgetary constraints and in accordance with Trust policy & procedure.
7. Ensure all pay information is submitted to the Finance Department correctly and to agreed timescales.
8. Ensure that appropriate staff training is maintained at all times in liaison with the Learning & Development Coordinators.
9. Oversee commercial art sales in accordance with annual Service Development Plan targets.
10. Maintain appropriate financial accounting procedures and - where appropriate - ensure all cash handling is undertaken in accordance with COT procedures.
11. Negotiate best purchase price terms on all services and materials required for the service.
12. Develop curriculum to the specific needs of students or as advised through City & Guilds and oversee the planning, delivery and assessment of accredited qualifications.
13. Work in collaboration with residential/CSS staff, Care Managers, families and other external organisations to ensure a Person Centred approach is maintained at all times.
14. Ensure accurate and up-to-date portfolios, including reports, reviews, training objectives and personal details are maintained for students at all times.
15. Attend regular student review meetings as required. Maintain optimum student occupancy levels within each of the designated areas.
16. Carry out any initial investigations relating to Adult Protection issues, complaints or grievances that arise in the designated services in accordance with policies and procedures.
17. Develop strong professional relationships with families and relevant external organisations (including local authority care management / other day service providers), to promote COT Life Skills and ensure ongoing demand for services.
18. Lead marketing activity for the designated services, including the production of printed materials, and promotional visits to feeder schools / other supplier networks.
19. Oversee and ensure the highest standards of Health & Safety practice at all times and to implement policy and procedures as approved by the Trust and within agreed guidelines and legislation. To ensure all risk assessments are up to date and clearly identified within operational activities and for individual students. To ensure that premises, equipment, vehicles, protective equipment and tools are regularly checked, maintained safely and kept secure. To report accidents, incidents or near misses in accordance with COT procedures and within health and safety guidelines.
20. Ensure that each designated area is compliant with the General Data Protection Regulations (GDPR) 2018.
21. Oversee the work of the Life Skills Coordinator (Granary Restaurant) to ensure that a safe, compliant and cost-effective service is provided for Life Skills students in those areas.
22. Hold overall responsibility for the ordering of equipment and uniforms, as appropriate, ensuring all relevant safety standards are implemented.
23. Initiate, plan and organise special projects e.g. exhibitions, community activities, etc, in conjunction with management approval and budgetary constraints.

ADDITIONAL INFORMATION



Driving

Dependent on the post holder's service area(s) there may be a requirement for the post holder to drive in order to fulfill the requirements of the role. This may involve driving a COT car. Driving license details will be required and reviewed on an annual basis.

Variation to Usual Working Hours:

The post holder is not required to participate in an 'on-call' rota. However, you may occasionally be required to work outside of your usual working pattern/hours in order to attend external meetings, training or external events and open days.

Display Screen Equipment Usage:

Post holders are regularly required to work with display screen equipment (VDU, computer workstations, laptops, touch screens etc.) as part of their normal working day.

Lone Working:

Dependent on the post holder's service area there may be an element of lone working during the course of the working day.

Night Workers:

Post holders are not regularly required to work between the hours of 11pm and 6am for at least 3 hours as part of their rostered duties.

First Aid:

There is a requirement for the post holder to be a qualified first aider and appropriate training will be offered and maintained.

Physical Effort:

- Low to moderate physical effort is required throughout the day to support students in life skills activities.
- Frequent exposure to repetitive movements such as lifting, bending, reaching, crouching, walking, carrying, standing, loading/unloading and kneeling.
- Occasional driving and travelling required with students.

Mental Effort:

- Frequent periods of concentration are required when dealing with students, interpreting information, communicating, record keeping and administration of medication.

Emotional Effort:

Maintaining a positive attitude when dealing with stressful or emotional situations.

***Service areas include: MYLife Skills Academy, Art at the Farm, Granary Restaurant.**



PERSON SPECIFICATION

Job Title:	Life Skills Area Manager		
Department:	Life Skills		
Reports To:	Head of Care		
Specification Headings	Essential	Desirable	How to Assess
Experience: (Duration, type & level of experience necessary)	<p>2 years' team line management experience.</p> <p>2 years' practical experience within a relevant area of specialism (i.e. Literacy Numeracy, IT, Art & Crafts, Catering & Hospitality)</p> <p>Experience of working with people who have a learning disability.</p>	<p>2 years' experience supporting people with learning disabilities.</p> <p>Budget setting and delivery</p> <p>Commercial sales (where relevant)</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Qualifications: (Number, type, level of qualifications. Equivalent experience, if appropriate)	<p>Service specific vocational qualifications to level 3</p> <p>Level 2 Assessing Candidates or equivalent qualification</p> <p>NVQ level 3/Diploma in health and social care or working towards with expectation of completion within 18 months of commencement.</p>	<p>First Aid at Work.</p> <p>Certificate in Management (CIM Level 3) or Diploma</p> <p>A1 Assessor Award.</p> <p>Qualified internal verifier or working towards or with a willingness to work towards.</p> <p>Cert Ed or currently studying for this qualification</p> <p>Event Management</p>	<p>Application Form</p> <p>Proof of award</p>
Skills, Knowledge & Aptitude:	<p>Excellent verbal and written communication skills, using a variety of techniques to different groups and individuals including students and where there might be barriers to communication or behavioural issues.</p> <p>Ability to write clear and concise reports and reviews coupled with the ability to make clear decisions and recommendations.</p> <p>Basic health and safety knowledge & Risk Assessment</p> <p>Ability to maintain positive communication networks with all relevant care/commercial organisations</p> <p>Ability to maintain a positive and dynamic working environment, leading by example.</p> <p>IT literate - familiar with Word, Excel and other programmes as appropriate</p> <p>Practical knowledge and technical skills relating to service area of expertise and service specific regulations.</p> <p>Knowledge and/or understanding of the accredited training curricula.</p>	<p>Safeguarding</p> <p>Mental Capacity Act 2005</p> <p>Awarding bodies and qualifications applicable to the service</p> <p>GDPR</p> <p>Ability to lead on marketing activity</p> <p>Operational planning from short to long-term</p>	<p>Application Form</p> <p>Interview</p> <p>Relevant Certificates</p>
Personal Qualities and Behaviours:	<p>Passion for service areas, high self-motivation and positive attitude. Constructive approach to problem-solving.</p> <p>Calm demeanour, with an ability to demonstrate effective leadership at all times and particularly when the service is under pressure</p> <p>Ability to deal sensitively with problematic situations.</p> <p>To maintain clear lines of communication with staff and senior management, external agencies and volunteers as appropriate.</p> <p>Good conflict resolution skills</p> <p>Able to demonstrate compassion and empathy for the people we support.</p>		<p>Interview</p> <p>References</p>
Other Requirements: (factors which are ideally required for an individual to carry out the full duties of the job)	<p>Ability to be flexible in hours, including weekends.</p> <p>Required to drive own vehicle or COT vehicle.</p> <p>Initial and ongoing clear DBS check (obtained by the Trust initially upon offer).</p>		<p>Interview</p> <p>Appropriate documentation</p>