

# Impact Housing Association Ltd

## Role Profile

**JOB TITLE: Oval Centre Co-ordinator**

**SCALE: Senior Assistant 1 (scp 23 – 26)**

**TEAM: Oval Centre Team**

**LOCATION: Oval Centre, Salterbeck**

**REPORTS TO: Head of Social Enterprise**

**DATE: November 2018**

### **Job Purpose**

- Supporting the Head of Social Enterprise in working with Impact teams and external partners to shape a good offer for the Oval and its customers.
- Adopting a dynamic, positive and proactive approach to ensure we deliver great outcomes for our customers
- Supporting the Head of Social Enterprise to secure a strong financial footing for the Oval Centre.
- To be a role model who champions and embeds transformational ways of working
- To make the service business effective by achieving vfm, performance targets, financial projections whilst working to the principles set out in the Customer is Key guidelines
- Combining creativity and a business approach, with an ability to create an innovative, entrepreneurial, ambitious team who are driven to deliver excellent outcomes for our customers.
- Managing systems and processes which ensure the smooth, safe and sustainable running of the Oval and its staff.
- Embedding a business effective, budget conscious team culture that delivers excellent value for money for our customers

### **Key Valued Behaviours**

- The Valued Behaviours for all staff throughout the Association are attached separately.

### **Key Responsibilities**

1. To motivate and be a role model for staff and volunteers; being responsible for their line management, their development and performance; bringing out the best in them, giving them aspirations to achieve and challenging them where appropriate.

2. To create in staff and volunteers an expectation of excellence and value for money so that interactions with customers and partners reflect this ethos.
3. To shape and manage a service that is transformational with a dynamic, driven, supportive culture that delivers outcomes for our customers.
4. To ensure the co-ordination of activities and bookings and the highest levels of customer care and satisfaction.
5. To support the Head of Social Enterprise to set, forecast and manage annual service budgets and ensure they are aligned to meet aspiration.
6. To effectively manage the day-to-day budgets, generate additional income and achieve key monetary goals
7. To develop and manage financial procedures to support the robust co-ordination, budgeting and reporting of finances at the Oval.
8. To support the Head of Social Enterprise to identify, manage, mitigate and wherever possible minimise the issues (i.e. business, reputational, health and safety and financial risk).
9. As part of our risk management process ensure the processing of information and data is done accurately adhering to the Information Sharing Guidelines as set out in the policy.
10. To develop business (in its widest sense) at the Oval so that the Oval thrives and achieves financial viability.
11. To network and build relationships with key strategic partners and agencies who can bring benefits to our community hub, business and personalised offer.
12. To work with the Head of Social Enterprise to creatively harness partnerships with the public, private and third sector, using franchises, contracts and a suite of business models to make the Oval a success.
13. To manage contracts and ensuring quality compliance.
14. To work with the Head of Social Enterprise to write and submit funding bids to support initiatives and to bring additional resources to the Oval, subsequently co-ordinating reports and claims for funders.
15. To involve the Salterbeck community, its representatives and local influencers and agencies in developing services at the Oval.
16. To manage a competent team who have clarity around performance expectation, personal responsibility and accountability. Providing coaching, support and training when under performance is evident, following capability procedures where necessary.

17. To manage reporting and evidencing of outcomes instilling an open, transparent, honest team culture that utilises information to shape continuous improvement
18. To promote anti discriminatory and inclusive practices among team members.

### **General**

19. To ensure internal business processes are followed in line with the IHA's policy, procedures and statutory requirements.
20. To ensure that all data protection requirements are met in accordance with IHA's policy, procedures and statutory requirements.
21. To attend and actively participate in team meetings (where appropriate), line managements, appraisals, training and Impact mandatory events. To be an active and effective member of the team.
22. To take a full and positive role in training courses as and when required, which may include responder First Aid training.
23. To undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected.
24. To co-operate with Impact so that Impact can fulfil its duties under health & safety legislation.
25. To undertake health and safety duties in line with all Impact's Health & Safety policies and arrangements; in particular carrying out and reviewing risk assessments relevant to your service provision and locations and implementing relevant control measures.
26. To work flexibly and collaboratively with other staff and partners to ensure delivery of an excellent and seamless service. To work at all times to achieve the key requirements of Impact's Blueprint and Customer Offer, as appropriate.
27. To undertake all duties in accordance with Impact's Diversity Policy and all other relevant policies and procedures.
28. Any other duties as are reasonably required within the general nature and level of the post as agreed with the line manager.

## PERSON SPECIFICATION FOR OVAL CENTRE CO-ORDINATOR

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<p><b>Practical &amp; Intellectual Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills with an uncompromising approach to service excellence</li> <li>• A good attention to detail and sufficient written literacy skills.</li> <li>• Ability to communicate professionally via all of the communication channels.</li> <li>• Ability to make effective decisions under pressure, and to tight timescales.</li> <li>• A creative approach to problem solving</li> <li>• Maintain professional working relationships with Impact Housing Stakeholders.</li> </ul>	<p>Essential (1)</p> <p>Essential (2)</p> <p>Desirable (1)</p> <p>Desirable (2)</p> <p>Essential (3)</p> <p>Essential (4)</p>	<p>Interview</p> <p>Application Form</p> <p>Application Form</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Leading, shaping and managing a team with a culture that is transformational dynamic and entrepreneurial</li> <li>• Experience of working in a customer focused environment putting the customer first and having commitment to service excellence</li> <li>• Budget preparation and management</li> <li>• Experience of working collaboratively with colleagues and partners to achieve shared goals.</li> <li>• Delivering business effective services which achieving vfm, performance targets, financial projections and work to the principles of the Customer is Key guidelines</li> <li>• Experience of securing grant funding</li> <li>• Developing community based projects</li> <li>• Understanding complex budgets</li> <li>• Excellent organisational skills and ability to plan/manage workloads</li> <li>• Able to work with and develop new and creative business ideas with community and voluntary groups</li> <li>• Ability to set targets and meet deadlines</li> </ul>	<p>Essential (5)</p> <p>Essential (6)</p> <p>Essential (7)</p> <p>Essential (8)</p> <p>Essential (9)</p> <p>Desirable (3)</p> <p>Desirable (4)</p> <p>Essential (10)</p> <p>Essential (11)</p> <p>Desirable (5)</p> <p>Essential (12)</p>	<p>Application Form /Interview</p> <p>Application Form/Interview</p> <p>Application/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/Interview</p> <p>Application Form/ Interview</p> <p>Application Form</p> <p>Application Form/Interview</p> <p>Application Form/ Interview</p> <p>Application Form</p> <p>Application Form Interview</p>

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<p><b>Education/Qualifications</b></p> <ul style="list-style-type: none"> <li>• Good standard of general education</li> <li>• You will also have a high level of IT literacy including social media</li> <li>• Management or leadership qualification</li> </ul>	<p>Essential (13) Desirable (6) Desirable (7)</p>	<p>Application Form Application Form Application Form</p>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Ability to work flexible hours, to meet the requirements of the role including evenings/ weekends and bank holidays if necessary</li> <li>• Full driving licence valid for the UK</li> </ul>	<p>Essential (14) Desirable (8)</p>	<p>Application Form Application Form</p>
<p><b>Valued Behaviours</b></p> <ul style="list-style-type: none"> <li>• See separate document on organisational valued behaviours</li> </ul>	<p>Essential (15)</p>	<p>Interview</p>

# Valued Behaviours

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## **Business Focus –**

- Ensuring we achieve VFM, efficiencies and source opportunities in our day to day activities
- Optimise the efficiency of your part of Impact's business within the social objectives of the wider organisation

## **Courageous -**

- Be passionate, optimistic and resilient in a fast changing environment
- Be proactive in driving change
- Have the confidence to assess and make decisions. Take calculated risks that will have a positive outcome for the business

## **Communication –**

- Have good listening, communication and people skills to enable you to interact, liaise, and negotiate effectively with teams across the organisation, internal and external partners. Sharing information widely (up, down and across)
- Listen to the opinions of others, and be clear and persuasive in communicating your own, appropriate to the organisational needs.
- Celebrate success

## **Develop your potential –**

- Have a focussed attitude, explore solutions to problems prior to escalating them
- Have a desire to keep learning whilst sharing knowledge and skills with colleagues. Seek out best practice internally and externally
- Actively develop yourself and support and enable others in their own development

## **Customer Focussed –**

- Have an adaptable style according to the needs of your customers and recognising customer service is vital to Impact's continued success - in line with the Customer is Key

# Valued Behaviours

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## **Accountability –**

- Be self-aware, acknowledging and assuming responsibility for individual actions
- Do what you commit to do within a timely manner and with a sense of urgency
- Hold others and yourself to account in a positive but challenging manner

## **Integrity –**

- Be able to cope with difficult situations and handle them well, conduct yourself with the utmost integrity and transparency
- Live the organisation's values and be a role model to others
- Be authentic in all dealings internally and externally

## **Collaborative –**

- Make a positive contribution to team culture with the ability to inspire and enable others.
- Develop the organisation's common purpose by effectively working with teams and partners.

## **Equality and Diversity -**

- Value people from all sections of the community and have an equitable approach to the rights and responsibilities of everyone.
- Recognise and respect the needs of everyone ensuring that no resident, customer or member of staff is discriminated against or receives less favourable treatment
- Maintain a proactive approach to diversity and communicate in a way that staff, contractors, volunteers and clients are fully aware of our commitments.

February 2017