

James' Place Newcastle, Centre Manager

Job Title Centre Manager, James' Place Newcastle

Salary: c. £33k per annum

Hours of work: 37.5 hours per week, Monday to Friday

Contract Type: Permanent

Reports to: Head of James' Place Newcastle

Location: Newcastle

About James' Place

James' Place exists to save the lives of men in suicidal crisis. We do this through a proven clinical service, delivered by trained, professional therapists in a warm, safe environment where men in suicidal crisis feel safe, valued, nurtured and respected. In 2018 we opened our first centre in Liverpool and in 2022, we opened a second centre in London. This year, we will be launching a new James' Place centre in Newcastle, offering our life-saving treatment to men in suicidal crisis living in the North-East.

The Role

We are seeking a dynamic and experienced administrator and manager to oversee the operational side of our Newcastle Centre. This is a pivotal role within the Newcastle Centre team. The Centre Manager will coordinate activity across the service ensuring everything is in place to deliver our intervention and welcome men into the Centre.

Job summary

The successful candidate will manage the day to day running of the James' Place centre, under the guidance of the Head of James' Place Newcastle. You will manage the centre environment, oversee the processing of referrals to the service and ensure men coming to James' Place are welcomed warmly and with respect.

You will be expected to set the tone of the experience at James' Place, provide efficient administrative support to the Head of Centre and James' Place therapists to ensure the centre is able to run safely and effectively. This role requires someone with excellent interpersonal skills who can work hands-on in a busy and potentially challenging environment. You will be collaborative and work closely with the wider charity outside the Newcastle centre to ensure we have consistent, strong, and effective systems in place. This would include other centre managers in other James' Place centres in the UK, the Senior Management Team, and potentially trustees. You will line manage the administrative and reception staff ensuring quality is maintained and men are welcomed into the centre according to our values.

Your management and administrative skills will be highly valued in building the backbone of James' Place. You will be an excellent communicator with experience of welcoming and engaging vulnerable people. You will need to be proficient in Office 365 software such as Word, Excel, PowerPoint, and Outlook, with the ability to manage Outlook cloud calendars, SharePoint, a CRM database (we use one based on Microsoft Dynamics) and a shared inbox. The ability to engage and share in the James' Place values is a necessity. We are looking for someone with highly developed project management skills, who can get things done and support others to do the same. The

Centre Manager will often meet the men who come to James' Place in suicidal crisis and so you will be able to demonstrate empathy and an ability to create a sense of calm while working in a sensitive and busy environment.

This is a new role and during their first months in post, the Centre Manager will work closely with the James' Place Head Office Team to support the successful launch of the new service.

Key Responsibilities

Centre Launch

- Work alongside the Head Office team to support the successful launch of the new centre
- Work with the Expansion Programme Manager to manage the recruitment and induction of Administrative staff

Day-to-day Centre Operations

- Manage and lead an administrative and reception team
- Contact with people who are distressed, maintaining a positive approach with all people who are seeking support from our services
- Maintain and manage the physical environment of the centre to ensure it remains a high quality, clean and welcoming environment
- Dealing with enquiries, making appointments, including online referrals
- Supporting users of the service to access information about other agencies or helping them to contact other organisations
- Monitor and maintain a safe, healthy and secure working environment and acting upon any Health & Safety risks, including operation of practice appliances – heating, lighting, telephone equipment, security equipment, computers, photocopiers, Lock and unlock premises and set (unset) alarm system
- Build and maintain positive working relationships with IT contractors, ensuring service continuity and raising any performance issues in a timely and professional manner
- General tidying and management of office, reception and public areas - this environment expresses our values

Administrative responsibilities

- Develop and maintain effective administrative systems for the Newcastle clinical team
- Maintain an effective appointment system ensuring all the resources at James' Place are used efficiently
- Provide administrative support and diary management to the Head of James' Place Newcastle and SMT as required
- Facilitate team meetings and caseload review meetings taking minutes when needed
- Make and record payments, invoices and bills with regard to James' Place policies and procedures
- Collate and gather information to support the effective evaluation and monitoring of James' Place
- Work with the Head of Finance to ensure the Centre's operations run to budget
- Work with the administrative team and with SMT to ensure that the charity's work is run effectively and safely

Line Management

- Conduct regular supervision meetings, probationary reviews and appraisals as required
- Identify areas for development and provide support to access training and other developmental activities
- Support staff wellbeing

Volunteer Management

- Manage the strategy for the recruitment and retention of volunteers
- Identify and develop new volunteering opportunities, matching the skills, experiences and expectations of volunteers to available positions
- Arrange training opportunities as appropriate
- Conduct performance review or evaluation
- Develop ways to reward and recognise volunteer contribution
- Keep appropriate records as required
- Roster and organise volunteers

Project Work

- Lead on any resourcing, building or administrative improvements that are required for the effective running of our Newcastle Centre
- Lead on projects to develop and maintain the physical Centre, to improve clinical and operational systems, as well as any other operational projects needed in collaboration with the other James' Place Centre teams
- Support the delivery of a peer support group for men who have completed our intervention, facilitated by a James' Place therapist

Fundraising, Outreach and Partnerships

- Work with the Head of Centre and therapists to increase contact with local community organisations able to refer to us or offer move on support for men completing our intervention
- Facilitate, plan and review project work across the Newcastle centre regarding small outreach projects, engaging and sustaining referral partners
- Support the Head of Centre and therapists to establish and sustain key referral partnerships
- Work with the fundraising team to bring potential supporters into our building and showcase our work, including the facilitation of events

Person Specification

Essential

- Excellent administrative and office management experience
- Effective communication skills (written & verbal)
- Excellent interpersonal skills with the ability to manage difficult situations
- Good line management skills and experience
- Able to supervise and train volunteers
- Able to prioritise workload (self and others) and meet deadlines
- Self-motivated, uses own initiative and will make decisions
- Good time management
- Promotes people's equality, diversity and rights
- Knowledge and understanding of Safeguarding Procedures
- Knowledge of Service Governance and Evaluation
- An ability to work in a therapeutic environment
- Commitment to working with men who are experiencing a suicidal crisis and their supporters
- An ability to maintain up to date service user records in line with James' Place standards
- An ability to maintain own personal safety and the safety of others within the centre.

Desirable

- First aid training
- Good presentation skills

We offer

- Enhanced workplace pension contributions
- Generous annual leave
- Support towards CPD costs
- Family friendly policies

Any job offers made are subject to the receipt of two satisfactory references, one of which is your most recent employer, a satisfactory DBS check and a Right to Work check.

James' Place is committed to promoting a diverse and inclusive community. Our aim is that no job applicant, temporary worker or employee receives less favourable treatment on the grounds of age, disability, gender and transgender status, race and ethnicity, religion and belief (including no belief), marriage or civil partnership status or sexual orientation.

If you have a disability which means you'd benefit from any adjustments to the interview process to help you perform at your best, please do let us know.

How to apply

Closing date for applications is **16th July 2023**.

Interviews are likely to be held in weeks commencing **24th July** and **31st July 2023**.

Please email rosie@jamesplace.org.uk if you have any questions about the role.

To apply, please submit your CV with cover letter explaining why you are applying for this role to rosie@jamesplace.org.uk It is important to demonstrate you have the knowledge, skills and experience we are looking for in your CV and cover letter. Please keep your cover letter to less than 2 sides of A4.