



Job Description

Post Title:	Hub Manager
Accountable to:	Director of Operations
Responsible for:	Pregnancy Matters TM Manager & Life Matters® Officer
Location:	Greater Birmingham area
Contract:	Full-time
Hours:	35 hrs per week

Main Purposes of the Job:

On behalf of the Board of Trustees and for the fulfilment of the charity's aims and mission, to establish, oversee and develop the regional hub ensuring that its services are of the highest professional standards.

Key Achievement Areas:

1. To provide leadership and inspiration for the region; to play a major part in promoting its mission in society and to represent Life in the public forum and local media.
2. To promote, plan and direct the development of the hub's Life Matters® and Pregnancy MattersTM programme and local fundraising activities. To plan and prioritise the work undertaken by the teams, ensuring that all services are resourced adequately and contractual obligations are met.
3. To establish fit for purpose corporate governance arrangements for the hub ensuring compliance with all legal and regulatory requirements.
4. To ensure compliance with the Charity's policies and procedures and that all work is undertaken in accordance with relevant codes of practice and legislation including financial management, health & safety and safeguarding.
5. To establish and maintain strategic and operational partnerships with other pro-life organisations and service providers in the hub area.
6. To identify and act on opportunities to secure resources to enable hub services to be sustained and grow including tenders/grant submissions, building relationships with major donors and supporter acquisition in conjunction with the Director of Development and Communication.



7. To work closely with head office services to ensure the hub workforce is provided with the required support to deliver its operations and with the Director of Operations and Director of Education and Media to develop and improve the quality and design of services.
8. To report regularly to the Chief Executive Officer, Executive Team, local Trustees and other stakeholders on the work of the hub.
9. To line manage, motivate and develop the Pregnancy Matters TM Manager, Life Matters® Officer and administration volunteers.
10. To oversee the recruitment and basic induction of all staff and volunteers and allocation to specific service areas.
11. To monitor, control and maintain records for all income and expenditure and plan budgets in conjunction with the Director of Corporate Services & Finance.
12. To provide specialist advice and support for the charity on an agreed area of expertise.
13. To monitor and evaluate service delivery and projects and share good practice to inform the continuous improvement of services.
14. Undertake any other duties that are essential to the job role.
15. Abide by and take responsibility for the implementation of Life's Equality Policy in all aspects of service delivery and working practice. Contribute positively to identifying and developing service improvements which respond to equality and diversity issues.
16. Work in accordance with the Data Protection Act 1998 and Life's Data Protection Policy.

Personal Responsibilities

The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements

Corporate Behaviours:

All staff will be expected to:

- Work within the Charity's aims and objectives, upholding its vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly in regards to the health and safety of themselves and others
- Focus on the service user and customer, both internally and externally at all times
- Make an active contribution to developing the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance



- Act as an ambassador for the Charity and maintain the highest professional standards at all times
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in light of experience and/or organisational requirements, and in consultation with the post holder.



Post Title: Hub Manager

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Leadership		
Ability to lead inspire, motivate and develop staff at all levels	✓	
Skilled at building motivate teams committed to the vision and values of the Charity	✓	
Proven track record in the dynamic and effective leadership of staff teams	✓	
Possessing the authority, presence and integrity to command respect from colleagues within the Charity, and from external contacts.	✓	
Communication		
Strong presentational skills and ability to promote the Charity with a wide range of individuals and external contacts	✓	
Strong written and verbal communication skills	✓	
Experience of communicating effectively with supporters, clients, volunteers and other relevant bodies.	✓	
Commitment to developing an effective range of partnerships	✓	
Strategic Ability / Innovation		
Ability to be provide vision and strategic direction to staff teams and volunteers	✓	
Experience in formulating and implementing strategy and delivering results.		✓



Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Business Management / Service Delivery		
A well-developed understanding of the dynamics of business and financial management within a charity	✓	
Experience of significant involvement in the corporate financial management of an organisation, with substantial budgetary responsibility.	✓	
Knowledge/Qualifications		
Degree or equivalent in a relevant discipline		✓
Significant management experience	✓	
Experience of managing an operational services		✓
Through knowledge of housing and social care best practice		✓
Personal Qualities		
Committed to the vision, mission and values of the Charity as a pro-life charity.	✓	
A confident, independent and effective decision maker	✓	
Resilient and robust with a positive outlook	✓	
Energetic with a high degree of personal drive	✓	
Capable of delivering results to tight deadlines and under pressure	✓	
Strong intellect with the ability to interpret relevant information, analyse complex data, review alternative solutions and come to speedy, well informed conclusions.	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation	✓	