



## Job Description

**Post Title:** Link Manager

**Accountable to:** Head of Link Operations

**Responsible for:** Pregnancy Matters™ Manager & Life Matters® Officer, Support Workers, Volunteers

**Location:** Various

**Hours:** A permanent full-time role, 35 hrs per week  
Office based with extensive travel.  
Management on call.

### SCOPE:

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Life is in the process of being re-structured away from a centralised model to regional, locally run “hubs” known as Life Links.

Life Links are in place to ensure that:

- Life is building strong networks with partner agencies at a local level
- To keep in touch with local events, developments, resources and culture
- To ensure local services can be accessed easily by clients
- Staff and volunteers can form strong teams and unite behind Life’s vision
- Life services are relevant, focused and re-energised

This will be done through two main services Pregnancy Matters™ and Life Matters®. Pregnancy Matters™ Managers will co-ordinate the Hub’s support services for clients and tenants being delivered in projects or through outreach work. They will line manage housing support workers and volunteers delivering support at all levels.

Life Matters® Officers will be responsible for projects in schools, colleges, church groups and other partner organisations to promote the charity and our positive messages at local level, as well as press and marketing in the area.

## **Main Purposes of the Job:**

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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 structure ensuring that its services are of the highest professional standards and comply with Life's policies and procedures.

## **Key Achievement Areas:**

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### **Governance and Compliance**

To promote, plan and direct the development of the Link's Life Matters® and Pregnancy Matters™ programme.

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.

To establish fit for purpose corporate governance arrangements for the hub ensuring compliance with all legal and regulatory requirements.

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, Fundraising standards, health & safety and safeguarding.

To develop and improve the quality and design of services.

To provide specialist advice and support for the charity on an agreed area of expertise.

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.

Work in accordance with the Data Protection Act 1998, GDPR and Life's Data Protection Policy.

### **Leadership and Management**

To plan and prioritise the work undertaken by the teams, ensuring that all services are resourced adequately, and contractual obligations are met.

To work closely with the national team services to ensure the Hub workforce is provided with the required support to deliver its operations.

To report regularly to the Head of Link Operations and the Senior Leadership Team, local Trustees and other stakeholders on the work of the Link

To provide effective line management, clear direction and day to day supervision to all staff and volunteers, motivating and supporting them to deliver against their objectives and overall Business Plan.

To oversee the recruitment and basic induction of all staff and volunteers and allocation to specific service areas.

To maintain and develop beneficial working relationships with other Life departments to further the Charity's objectives, including appropriate attendance at Management team meetings and volunteer forums.

To ensure team members are aware of all relevant legislation and engage and inform Link staff of Life news and staff are fully integrated into the culture of the Charity.

To monitor and evaluate service delivery and projects and share good practice to inform the continuous improvement of services.

### **Financial Compliance**

To monitor and control Hub expenditure and costs against agreed budgets and maintain records for all income and expenditure and plan budgets in conjunction with the Director of Finance.

To ensure financial sustainability of the Link.

### **Fundraising**

To identify and act on opportunities to secure resources to enable Link services to be sustained and grow including tenders/grant submissions.

Identify and build relationships with major donors in the area in conjunction with the Director of Development

To recruit new supporters to the Charity by implementing strategies to increase our supporter base and connect with Donors within the local area in conjunction with the Director of Development

To recruit, develop and work with volunteers on local community fundraising activities, building relationships in the local community with individuals, companies and local government and grant making bodies

### **Networking**

To establish and maintain strategic and operational partnerships with other pro-life organisations and service providers in the hub area.

Undertake any other duties that are essential to the job role.

### **Development**

To actively contribute to the growth and strategic direction of the Link and delivery of its Business plan

To ensure effective implementation of a fundraising and marketing strategy within the Hub to increase our profile and secure more sustainable income.

Establish and maintain strong relationships/partnerships to promote the Link amongst local community/churches, clubs, and schools and identify new areas to extend our work.

## **Safeguarding Children & Vulnerable Adults**

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Safeguarding is everyone's responsibility and all employees are required to act in such a way that always safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults

## **Personal Responsibilities**

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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:**

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### **All staff will be expected to:**

- Work with the charity's aims and objectives, upholding its vision and mission.
- Demonstrate respect for others and value diversity
- Act responsibly in regard 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.
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

**In addition, all managers and supervisors will commit to:**

Value and recognise ideas and the contribution of all team members  
Coach individuals and teams to perform to the best of their ability  
Delegate work to develop individuals in their roles and realise their potential performance  
Provide support, feedback and guidance to all team members  
Encourage their team to achieve work/personal life balance.

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: Link Manager

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

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