#### AIRDRIE CITIZENS ADVICE BUREAU

**SERVICE DEVELOPMENT MANAGER**

**Employer:** Board of Directors

**Job Title:** Service Development Manager

**Responsible to:** DeputyCEO

**Main Purpose:** Assisting to design a development strategy that will not only raise funds to improve the existing funding base but allow additional services to be developed.

**Responsibilities**

* Develop fundraising strategy identifying potential funders for sustainable income streams for continued service delivery.
* Prepare funding applications in line with Airdrie CAB’s development plans to appropriate agencies from the initial stages through to completion ensuring effective monitoring systems in place.
* Provide funders and potential funders with accurate information when required and keep records of all contacts with funders and outcomes of applications.
* Attend meetings and events pertinent to potential funding sources.
* Monitor and review the operation of all projects providing operational and progress reports and advise the Bureau Manager on possible developments.
* Responsible for overseeing the maintenance of effective recording and reporting systems and the preparation of detailed monitoring reports for the Board and funders.
* Identify and develop income generating services using social enterprise business models to provide sustainable income streams for the continued delivery of CAB services.
* Develop a network of contacts within the voluntary sector and identify opportunities for the development of the bureau’s services.
* Raise profile of Bureau’s services using the media, social networking and online presence and any other appropriate means including publications and contributing to annual report.
* Undertake any other reasonable tasks as requested by the bureau manager or Board of Management

**Self-Management**

* Take responsibility for implementing policies, procedures and protocols of the organisation.
* Take responsibility for personal safety in and out of the office in accordance with the organisation's Safety Procedure.
* Participate in the support, supervision and appraisal process.
* Provide written reports on funding position and other publications as required.

**Team work**

* Share relevant information and give support and encouragement to colleagues and volunteers.
* Participate in team meetings and Annual General Meeting.
* Assist in the development of the organisation by participating in development days, task groups etc. when required.

### Professional development

* Keep up to date with funding sources, policies and procedures relevant to post and undertake appropriate training as agreed with the Bureau.
* Feedback on learning opportunities.
* Provide training and support to colleagues on areas within competence of the role.

**Promoting the service**

* Present a positive image of the Bureau at all times.

**Airdrie CAB**

**Person Specification – Service Development Manager**

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|  | **Essential** | **Desirable** |
| Qualifications | Educated to degree level or have equivalent relevant experience |  |
| Experience | Direct experience and track record in successful project development including knowledge of current funding environment for voluntary sector.  Experience of monitoring and evaluating and using evidence for funding purposes.  Ability to monitor and maintain own standards.  Experiences of working in a performance driven environment and evidence of meeting targets.  Experience in writing reports and publicity material  Experience in publicising and promoting projects.  Experienced in using and constructing Spreadsheets and Databases; using word processing packages and IT systems.  Experience of partnership working in the voluntary and statutory sectors | Experience of fundraising and preparing funding applications to a range of funders.  Income Generation Experience  Experience of undertaking research and/or consultation |
| Skills, knowledge and attributes | Effective writing skills with particular emphasis on successful funding bids.  Excellent interpersonal and communication skills.  Good presentation skills.  Ability to prioritise and meet competing deadlines.  Attentive to detail and problem-solving skills.  Experience in writing reports and publicity material.  Understanding of how to attract media attention  Ability to use IT in the provision of advice and the preparation of reports and submissions. | Awareness of the social needs of local communities and services provided by the voluntary sector |
| Values and Attitudes | An innovator who likes the challenge of developing and implementing new approaches  Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.  Well organized, self-reliant, able to work independently and in a small team.  Ability to work under pressure.  Commitment to voluntarism.  Commitment to quality customer care. | Proven ability to work within a community development or volunteer setting.  Experience of implementing equal opportunities policies and practices.  Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.  Ability to deal with change management |
| Other | Willing to be flexible and adaptable in meeting the needs of the service.  Able to work on own initiative.  Willing to undertake occasional work out of office hours |  |