

GENERAL MANAGER

Candidate Information Pack



**CHEVIOT
YOUTH**

Children • Families • Community

WELCOME

Thank you for your interest in the post of General Manager. This is an exciting time for Cheviot Youth as we look to recruit that special person who will be instrumental in guiding and directing the charity through the challenging and rewarding time ahead. So, if you have the energy, drive, and commitment to take this community charity through the next phase of development then we would very much like to hear from you.

In this pack you will read about the work of Cheviot Youth, our vision, our history, the role and how to take the next steps in applying to become Cheviot Youth's new General Manager.

We look forward very much to hearing from you and good luck.



Gail Stephenson Chair

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ABOUT

Cheviot Youth works with children, families, and community to support and help them develop skills, gain experience, access opportunities for personal growth and provide challenges that test and inspire. We do this in a safe, accessible, and positive environment through a number of drop-ins offering a wide range of activities, events, workshops, and projects.

Increasingly working in collaboration and partnership with agencies drawn from education, health, police, social work, and the voluntary sector we provide a comprehensive programme that is directed by the needs and wishes of the service user through community consultation, forums, and partnerships with statutory departments, third sector voluntary groups and charities.

Our projects are guided by local, regional, and national policy and the needs and demands of our users who are heavily involved in the development and ongoing progress of all projects. In working in such a collaborative way, we aim to deliver a democratic model of service user led work that supports and assists young people, young adults and parents through life changes, training, mentoring and supported employment opportunities.

Established in 2011 Cheviot Youth are run by a Board of Trustees who employ a general manager with responsibility for all operational matters: working with up to 160 young people in any given week with a staff team of fifteen. We work in both Jedburgh and Kelso at our Hubs, in Tweedbank and in the villages of Ancrum & Yetholm. We are a Volunteer Friendly Award and Scottish Living Wage employer with twenty-eight volunteers supporting our work with children, young people, and young adults. Through our three divisions we manage a community café, a digital media project, a Mental Health Support Service and a Training, Employability and Advice service alongside a number of smaller time limited programmes, workshops, and events.

You can read more about our work, mission, aims and programmes on the following pages.

VISION

Young people at the very centre of all we do.

Cheviot Youth aim to provide the highest level of support and guidance to facilitate the growth of young people from dependency to one of interdependence; supporting their personal, emotional, and social development and ensuring their voice, influence and place within their community and society is heard and recognised.

Working to achieve our vision through

Emotional Well-Being and Mental Health Support Services

This three-town service offers a range of educational, emotional well-being and mental health support programmes for children, young people, and family members. A team of qualified practitioners use a number of counselling and cognitive behavioural therapy techniques to support young people with presenting problems such as anxiety, disruptive behaviour, exam stress, self-harm, eating disorders and suicidality

Youth Work Services

Based in our Jedburgh and Kelso Hubs our services support children and young people aged 8 to 25 years to be confident, healthy, happy, resilient, and active participants within their community. We do this by providing support and resources to our hubs and rural youth clubs to deliver a high quality and wide-ranging portfolio of programmes, projects, and workshops.

Training, Employability and Advice Services

Based in both Jedburgh and Kelso Hubs this service offers opportunities and support to all young people looking forward to entering the world of work. The service is based on the needs of each young person offering a yearlong programme of training, advice sessions, access to a job club, volunteering, college placement and supported employment.

HISTORY

2011

Cheviot Youth was established

2014

Kelso Hub opened

Offering youth work sessions three times a week

2015

Registered

2015 - 2017

Building the team

Recruiting staff; expanding services emotional wellbeing, training, and employability

As a Scottish Charitable Incorporated Organisation (SCIO) Recruited new Trustees. Planned to open a Jedburgh Base

2016

Opened a Jedburgh base in the high street

2019

Rural Youth Club Initiative launched.

Three rural youth clubs in Ancrum, Stichill and Yetholm up and running. Strategic Pathway document published.

2020

Moving services online; Introducing new programmes.

Emotional Wellbeing and Youth Work Services move online; Emergency Grocery Delivery Service begins

2021

Expansion / Consolidation

New premises in Jedburgh opened.

2022

Expansion of services continues

New premises in Tweedbank opened. Heads of Services posts created.

PROGRAMMES

CLUBS & DROP INS

In offering youth work provision for children and young people we are guided and directed by what young people want and say they need. Such a democratic model of youth work provision has meant that we have run a diverse, exciting and challenging programme of activities and events

HOLIDAY PROGRAMMES

Cheviot Youth runs a number of holiday programmes in Jedburgh and Kelso during Easter, Summer and the October half term holiday. The programmes offer a range of activities such as textile making, ceramics, craft, art, baking, sports and swimming as well as trips throughout southern Scotland, the Lothians and the central belt.

CAFE, COMMUNITY MEALS & PANTRY

At our Kelso Hub we run a varied food programme as part of the Under One Roof initiative which aims to use the provision of food as a way in which to engage with families and the community. We do this through offering teas to children and young people, training, courses, community curry nights and a special family service offering fresh, ambient and frozen food.

SUPPORT FOR PARENTS

Cheviot Youth provide a variety of supports for parents and carers from information sessions full of hints and tips to advice on clothing grants and cooking on a budget. We have also recently teamed up with Parent Space to provide information and support programmes supported by our specialist mental health and youth work professionals.

VOLUNTEERING

Having been awarded the coveted 'Volunteer Friendly' status by Volunteer Action Scotland, Cheviot Youth has many high quality volunteering opportunities across all its three service divisions.

TRAINING

Cheviot Youth will in any given year be offering hundreds and hundreds of training hours from one day certificated courses such as First Aid and Elementary Food Hygiene to year long Diplomas in Digital Marketing, Management and Art Therapy. All staff, supported employment personnel and volunteers are offered a comprehensive training package that will benefit them while working with Cheviot Youth

MEET THE TEAM

Board of Trustees

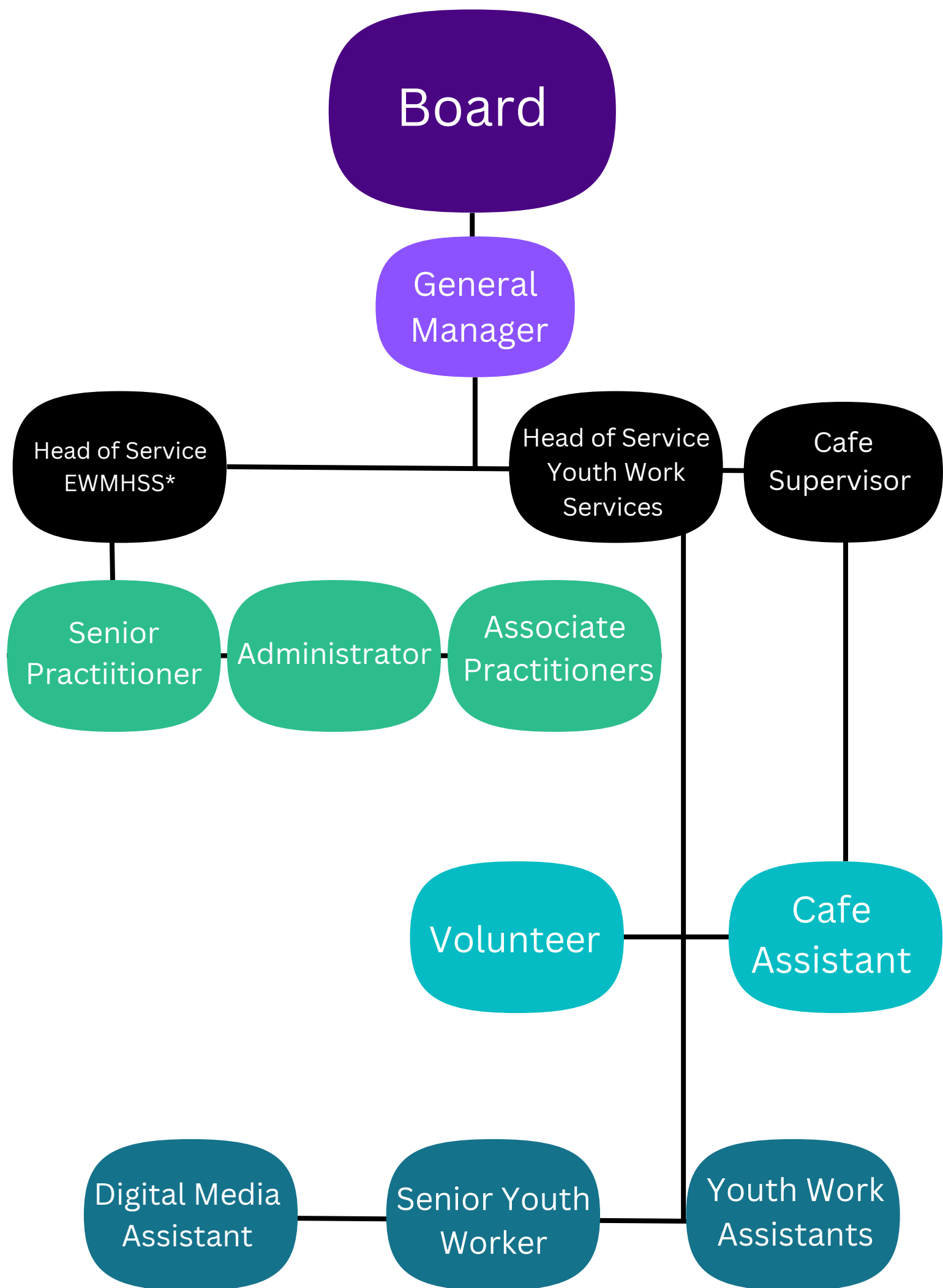
The Board of Trustees numbers seven who meet on a regular basis, ten times a year to consult and discuss the charity's strategic direction and overall management. In this they are supported by a General Manager, a Third Sector Advisor all of whom work closely together on matters of governance and funding. The Board have a wide range of experience and skills with Trustees having a good working knowledge of finance, business, project management, human resources, health & safety, the law and education. Each Trustee as well as having a particular remit e.g., finance, human resources is assigned two staff members with responsibility for their welfare and general work/life balance.

Staff Team

We have a hard working and committed team who are dedicated to the welfare and health of children, young people, young adults and family members throughout the Cheviot area and beyond. Our Youth Work Services team works primarily in the towns of Jedburgh and Kelso and surrounding villages and communities; the training, employability and advice service will see people from wherever they are in the Scottish Borders and this also is the case with our Mental Health Support Service with clients from Peebles, Coldstream, Hawick and Galashiels as well as within the Cheviot Area. Our new offices, centrally located in Tweedbank will do much to help this service reach more people with poor mental health.

Volunteers

Have always played an important and significant part in the work of our charity. We currently have in excess of 20 volunteers at Cheviot Youth who help us in a wide variety of ways from Café Assistants to youth work sessions; from minibus drivers to nutritionists to mental health practitioners. All of these people make a difference to the lives of so many people who come to the charity for help and support; creating a better, more resilient, healthy and happy community.



What young people say



I love going to Youth Club at the Jedburgh Hub as there's always lots to do and the people who help out there are really nice. Making slime is definitely my favourite thing!

“

Lisa, 11

With the help of a Cheviot Youth mental health Practitioner I was able to re-evaluate things, get some clarity and really think about who I was and what I wanted out of life

”

Robbie, 19

THE ROLE

Cheviot Youth is looking to recruit a motivated, dynamic and innovative General Manager to help drive the Charities next phase of development. The GM will be instrumental in ensuring that the strategic review written in partnership with Trustees and Heads of Service places the charity at the centre of social care and welfare in the Scottish Borders.

The programme of work necessary to achieve this will mean that certain services will not be contained by the present geographical remit of Cheviot and will be expected to work with service users and other clients from the Borders towns of Galashiels and Hawick.

To do this the postholder will need to understand and have excellent up to date knowledge of the Scottish and UK wide funding sector and to demonstrate by example successful five/six figure funding applications. They will also have to demonstrate good line management experience in a diverse and senior management environment.

PRINCIPAL DUTIES

- To provide effective line management of Heads of Service to deliver against their objectives.
- Seek and secure external sources of funding and look to generate and maintain the charity's own individual funding streams.
- Monitor charity expenditure and costs against agreed budget/funding guidelines and ensure we always operate cost-effectively.
- Ensure staffing levels are appropriate to deliver the Charity's services. Ensure all Charity buildings are maintained appropriately.
- Actively contribute to the growth, strategic direction and delivery of the charity's business plan and strategic pathway.
- To identify fundraising activities, developing, implementing, and delivering on the charity's fundraising strategy to secure sustainable income streams.
- Develop and deliver a marketing strategy to increase the Charity's profile.
- Establish and maintain strong relationships with partners, collaborators, and funders in both the statutory and the third sectors.
- Attend meetings of Trustees; providing regular management reports, service reports and requested documents.
- To keep abreast of all legislation relevant to the charity's business.
- To lead on regular policy, procedure, and risk assessment reviews.

ADDITIONAL REQUIREMENTS

- To observe all applicable Health & Safety requirements.
- To fulfil the charity's requirements in relation to receiving personal professional development.
- Perform other duties not specified in the job description, but which may be reasonably expected of a General Manager as directed by the Chair and the Trustees.

PERSON SPECIFICATION

POST TITLE: General Manager

OFFICE : The Kelso Hub/ The Jedburgh Hub

LOCATION: Kelso/Jedburgh

EDUCATION/QUALIFICATIONS

Desirable:

- Educated to degree level or equivalent experience.
- Member of an appropriate professional body such as The Chartered Institute of Fundraising
- Diploma in Strategic Management and Leadership or similar level qualification.

EXPERIENCE

Essential:

- Proven experience of working within a charity, community or voluntary organisation as a General Manager or Senior Management Team level role.
- Experience in strategic planning, business planning, marketing, and fundraising planning.
- Knowledge of organisational process and functions e.g., finance, human resources, recruitment and retention and general operations.
- Experience of the delivery of a range of programmes, training, and activities within a community setting.
- Experience of working with community/voluntary/statutory organisations
- Experience in monitoring, reviewing, evaluating and reporting on funded programmes and projects.

Desirable:

- Knowledge of Children's Act (Scotland) 1995; Knowledge of GIRFEC; Knowledge of SHANARRI
- Experience of working in a multi-disciplinary environment

SKILLS AND KNOWLEDGE

Essential:

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Essential:

- An up-to-date knowledge of issues that affect communities and in particular children and families.
- Ability to initiate, develop and sustain effective relationships with all stakeholders and in particular local and national government officials and national funders.
- Effective communication skills, particularly the ability to communicate clearly and concisely to a range of audiences.

Organisational and presentation skills.

- An awareness and understanding of setting clear aims and objectives associated with a local community charity.
- Effective time management with the ability to work under pressure.
- Good IT skills

Desirable:

- Knowledge of community-based activities.
- Knowledge of youth work, mental health, training and employability and food initiatives in a community setting.

PERSONAL ATTRIBUTES

Essential:

- Good inter-personal skills
- Experience of working as a team leader or manager.
- Ability to motivate individuals and teams and inspire their confidence and trust
- A tactful and diplomatic approach to dealing with sensitive and confidential information.
- Enthusiasm, commitment, and stamina.
- A flexible approach to working.

OTHER

Essential:

- This post necessitates daytime, evening and occasional weekend work.
- Willing to travel regionally as appropriate.
- Holder of a full driver's license and car owner.

TERMS & CONDITIONS

Staff Development

There will be an induction period of four to six weeks from the commencement of employment. During this time a personal training calendar will be developed with you assisted by the Chair of Cheviot Youth spanning the first year of employment. This is to ensure that your professional development within the charity is immediately addressed and that necessary support is provided. You will also have the services of the previous post holder for two to three hours a month until the end of 2023 to help with transition, historical context and local and regional knowledge.

Criminal Record Disclosure

The post holder will be expected to go through the Protecting Vulnerable Groups process. On satisfactory completion of this process the post holder will be confirmed in post.

Conditions of Service

The General Manager will be expected to adopt flexible working practices to suit the demands of the post and the development of the charity. Occasional evening or weekend work will be required For which time off in lieu will be given, in agreement with the line manager.

Annual holidays

The post holder will receive 34 days holiday during the holiday year; the calendar year. This includes the nine Scottish bank holidays.

Accountability

The post holder will be accountable to the Chair of Cheviot Youth. They will receive regular support & supervision sessions and an annual job appraisal and performance review.

Pension

Cheviot Youth complies with regulatory employer pension duties and offers a 3% employer pension contribution. Within the first three months of employment the post holder will receive a letter from Now Pensions detailing the terms of the charity's pension offer and what to do next.

Notice of termination

Your employment is subject to a probationary period of five months during which both parties have the contractual right to terminate employment with one weeks notice.

Travel

Some travel within the Cheviot locality and beyond is required of this post. The post holder must be a car driver and easy access to a car, a current driving licence and insurance covering the use of the vehicle for work purposes. The mileage rate is 45pence per mile.

HOW TO APPLY

APPLICATION PROCESS

GUIDANCE



01

Please read the Role, Job Description and How to fill in the application form pages carefully



02

Please fill in the application form enclosed in this pack. Please do not send in a CV. At this point you may wish to ring Ian (present General manager) on 07958277766 if you have a question, need some guidance, or would like further information.



03

Finally post or email your application to the address supplied on the first page of the application form to reach us by the closing date for applications Monday 13th February 12pm. Candidates who are selected for interview will be informed of the charity's decision no later than the close of business on Tuesday 14th February. Interviews will take place on Wednesday 22nd February.



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<https://www.cheviotyouth.org/>



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