

# THE BRIDGE

20 Gainsborough Street, Sudbury

## The Bridge Project Sudbury

### Student Development Manager Job Advert and Description

**Line Manager:** CEO, Dave Jackson

**Salary:** £32,000 per annum.

**Hours and work pattern:** 37.5 hours per week Monday – Friday 08.30am-4.30pm. Occasional weekend working may be required but not anticipated and a day off in lieu would be given.

**Location of work:** 20 Gainsborough Street, Sudbury, CO10 2EU, and AFC Sudbury, Brundon Lane, Sudbury CO10 7HN. You will be required to travel during working time to facilitate student services both on the Bridge Project sites and off-site.

**Contract:** Permanent.

**Anticipated Start date:** ASAP.

**Closing Date for Applications:** 13<sup>th</sup> March 2022. We are interviewing as we receive applications so early applications are encouraged.

#### About the Bridge Project:

The Bridge Project is a dynamic charity with the primary purpose of assisting disadvantaged adults within the local community of Sudbury. We are a unique food-focussed social enterprise where hospitality and community are at the heart of what we provide, which is built on an ethos of sharing and inclusivity.

#### Job Purpose:

We are seeking a passionate and motivated individual to drive the development of our student (day) services at the Bridge Project. This is a fantastic opportunity for a self-starter who is looking to make a difference to the lives of vulnerable adults through the creation of individual learning plans which enable our students to develop essential life and work skills, gain access to the local community, and develop self-confidence. You will work with different teams across the organisation (from catering to horticulture) to integrate our students into our varied social enterprise activities and ensure the safe delivery of programmes of learning. This is a rewarding role as part of the senior leadership team, and you will work closely with the Chief Executive Officer (CEO) to make a significant contribution to our overall adult day services provision. Specifically, you will be responsible for the following key duties and responsibilities:

### **Student Development:**

- Oversee and take responsibility for both student day services, and our supported living home (Priory Walk) as departmental lead for student development.
- Design, develop and implement an aspirational programme of activities that support the development needs of our students (service users) which translate into individual learning plans.
- Ensure high quality delivery with close attention to individual learners' needs at all times, and continually work towards creating optimal educational opportunities for learners.
- Ensuring programmes of work are designed in accordance with devolved departmental budgets and in accordance with KPI's and targets.
- Set departmental goals for improvement and change taking an 'organisational learning' approach to continuous development of student services.
- Respond to problems and needs through empowerment and active participation.
- Ensure inclusivity and flexibility is at the heart of all developmental programmes, and encourage participation in activities.
- Work effectively with different teams across the organisation to ensure safe delivery of services and take responsibility for implementing any changes to policy and working practices.
- Have a deep understanding of the individual needs and vulnerabilities of our service users and act as an advisor in the support of their development.
- Take working knowledge of best practice adult learning and community-based learning models to enrich the lives of our students (service users).
- Attend, supervise and cover classes/ activities as of when required, including supervising activities within the wider community and on away-day trips for students.
- Ensure there is effective communication with the parents, carers, families, and other professionals of service users. Communicate student progress with families and stakeholders, and act on feedback.
- Make effective decisions to ensure the smooth running of the student day service, and Priory Walk supported housing, and handle situations of distress, illness or conflict with integrity. Troubleshoot issues as they arise across on a daily basis with tutors and support workers.
- Ensure the maintenance of a safe working environment.

### **People Management:**

- Coordinate and supervise all adult learning activities through effective line management of our team of tutors, support workers, assistants, apprentices, and volunteers and ensure a high standard of delivery across the department.
- Ensure the effective running of our supported living home (Priory Walk) by overseeing the activities of our team of support workers.

- Put together the weekly staff rota for student day services, and mitigate staff shortages (e.g holiday and sickness cover). Ensuring there is appropriate supervision of all activities in both indoor and outdoor environments.
- Effectively delegate responsibilities to the team and structure the department to ensure the focus of this role is strategic and promotes growth and development of services.
- Take a coaching and mentoring approach to people management including designing and setting appropriate training and development plans for people you manage.
- Organise, and where appropriate deliver training for personnel in particular mandatory training such as first aid, health and safety and safeguarding. Ensure the team undertake continuous professional development (CPD).
- Responsibility for recruitment of appropriate personnel, including ensuring the correct level of DBS clearance is sought for each role. Ensuring authorisation procedures for recruitment are followed and 'safer recruitment' practices are followed.
- Act as a Bridge Project ambassador setting an example for others through setting appropriate standards of behaviour, and effectively managing conflict.
- Raising and reporting appropriate and important issues or concerns in a timely manner with the CEO suggesting ways in which they should be addressed and seek feedback from the wider team.
- Develop and maintain effective written and verbal communication systems within the service and lead on developing appropriate policies and procedures.
- Ensure compliance with the organisation's policies and procedures, particularly with regard to first aid, health and safety, and safeguarding.

### **Safeguarding:**

- Maintaining accurate and up-to-date records for all service users, ensuring risk assessments are undertaken, and the team are trained in responding to student needs.
- Carry out risk assessments for all activities undertaken in the department.
- Ensure staff are trained and acting in accordance with the Safeguarding Vulnerable Adults Groups Act 2006 taking a lead on designing and implementing safeguarding frameworks.
- Keep abreast of Safeguarding legislation and regulatory best-practice (such as PREVENT) to ensure all training, policies, risk management templates, and procedures are kept up to date.
- Conduct regular audits of paperwork and processes used across the organisation to ensure quality and compliance with policies and procedures.
- Act as the first point of contact for safeguarding concerns and providing support.
- Develop and implement an effective Safeguarding Vulnerable Adults Policy. Monitor, promote and review the policy, and produce guidance documents and resources.
- Report to and support the CEO with safeguarding matters, and where appropriate carry out investigations.
- Keep records of all safeguarding referrals and outcomes.

- Provide updates for the Charity’s Risk Register, working with the CEO to ensure all risks are identified and addressed.

**Community Outreach and Growth of Student Services:**

- Act as a link between communities and a range of other local authority and voluntary sector providers to enhance the profile and reputation of the Bridge Project.
- Develop new resources and programmes of learning in dialogue with the community and evaluate existing programmes.
- Build links with other groups and agencies.
- Help to raise public awareness on issues relevant to the community and the Bridge Project.
- Liaise with partners and outreach venues, attend relevant meetings and events in order to promote, develop provision and engage new learners.
- Enrol new students into the Bridge Project and grow our student numbers.
- Work with the administration team to develop and implement effective communication pieces with donors, new learners and external partners via written and verbal means including e-mail, social media and presentations.

**Person Specification**

	<b><u>Requirement</u></b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
<b>Qualifications</b>	Full driving license (to work across our sites and on outreach programmes)	✓	
	At least L3 Safeguarding Adults Qualification (L4 and above desirable)	✓	
	Relevant degree level or above professional qualification (e.g teaching, social care)	✓	
	Level 3 award in Education & Training (AET) (previously known as PTLLS)		✓
	SEN teaching qualification		✓
	IOSH managing safely certificate		✓

<b>Knowledge</b>	Thorough knowledge and understanding of Data Protection, Health & Safety, and Risk Management	✓	
	Thorough knowledge and understanding of Safeguarding Vulnerable Adults and the Equality Act (2010)	✓	
<b>Experience</b>	Experience of working with adults with special needs and learning disabilities	✓	
	Supervisory/management experience	✓	
	Experience of implementing safeguarding frameworks/initiatives	✓	
	Ability to manage, and deliver change management initiatives	✓	
	Risk Management experience, including writing risk assessments	✓	
	Experience of delivering training	✓	
	Experience of partnership building and stakeholder management	✓	
	Experience working in the voluntary, third sector		✓
	SEN teaching experience		✓
<b>Skills &amp; Abilities</b>	Flexible and adaptable, dealing with any unexpected problems that arise	✓	
	Ability to lead and motivate teams of varied individuals with a positive attitude	✓	
	Commitment to health and safety, data protection, equality and diversity, safeguarding compliance and best practice	✓	
	Excellent communication skills both written and verbal to communicate effectively with those with different needs	✓	

Willingness to engage in physical work as part of your daily job ✓

**Behavioural Competencies** (to be assessed at interview)

Working with people: ✓

- Demonstrates an interest in, and understanding of others.
- Recognises and rewards the contribution of others.
- Supports and cares for others.
- Listens, consults others and communicates proactively.
- Supports and cares for others.
- Develops and openly communicates self-insight such as aware of own strengths and weaknesses.

Leading and supervising: ✓

- Can lead the team and build team spirit
- Provides others with a clear direction.
- Sets appropriate standards of behaviour.
- Delegates work fairly and appropriately.
- Motivates and empowers others.
- Provides staff with development opportunities and coaching.
- Recruits staff of a high calibre.

Adhering to Principles and Values: ✓

- Upholds ethics and values. Valuing the individual and celebrating difference.
- Shows respect and sensitivity towards cultural and religious differences.
- Demonstrates commitment to the organisation and values of the Bridge Project.
- Sets appropriate standards of behaviour.
- Promotes and defends equal opportunities, builds diverse teams.
- Encourages organisational and individual responsibility towards the community and the environment.

Delivering results and meeting customer expectations: ✓

- Focuses on customer needs and satisfaction.
- Sets high standards for quality and quantity.
- Monitors and maintains quality and productivity.
- Works in a systematic and orderly way
- Consistently achieves project goals.

Deciding and initiating action: ✓

- Makes prompt, clear decisions, which may involve tough choices or considered risks.
- Takes responsibility for actions, people and projects.
- Takes initiative, acts with confidence and works under own direction.
- Initiates and generates activity.

Analysing: ✓

- Analyses numerical data, verbal data, and all other sources of information.
- Breaks information into component parts, patterns and relationships.
- Probes for further understanding of a problem.
- Makes rational judgements from the available information and analysis.
- Produces workable solutions to a range of problems.
- Demonstrates an understanding of how one issue may be a part of a much larger system.

Adapting and responding to change: ✓

- Adapts to changing circumstances.
- Accepts new ideas and change initiatives.
- Adapts interpersonal style to suit different people or situations.

- Deals with ambiguity, making positive use of the opportunities it presents.

#### Creating an innovating:

✓

- Produces new ideas, approaches or insights.
- Creates innovative projects or designs.
- Produces a range of solutions to problems.
- Seeks opportunities for organisational improvement.
- Devises effective change initiatives.
- Works strategically to realise organisational goals.
- Identifies and develops positive and compelling visions for the organisation's future potential.

#### Relating and Networking:

✓

- Establishes good relationships with customers and staff.
- Builds wide and effective networks of contacts inside and outside of the organisation.
- Relates well to people at all levels.
- Manages conflict.
- Responds quickly to the needs of an audience and to their reactions and feedback.
- Projects credibility.

#### **Job Application process:**

1. Submit your CV and a cover letter explaining how you meet the requirements of the role which will be assessed against the requirements of the job description and the **qualifications, knowledge, experience, skills and abilities** section of the person specification.
2. If you meet the criteria and are shortlisted, you will be invited to an interview for us to determine your suitability for the role and you will also be assessed on the full job description including the **behavioural competencies**. The interview will also involve you preparing and delivering a 15-minute presentation to the panel which you will be informed of in advance so you can prepare. The interview process is expected to last between 1 hour 30 mins – 2 hours.

**You will be required to hold a satisfactory enhanced DBS AND Barred Adults List Check for this position in accordance with the Safeguarding Vulnerable Groups Act 2006. An application will be sought upon receipt of a conditional offer of employment.**