

Motherwell Cheshire

Recruitment Pack Services Manager



Equal Opportunities

Motherwell Cheshire understands that in society certain groups or individuals are denied equality on the grounds of race, gender, marital status, caring responsibilities, disability, gender reassignment, age, social class, sexual orientation and religion/belief (these are characteristics protected by law) or any other factor irrelevant to the purpose in view.

This policy recognises that our organisation has moral and social responsibilities that go beyond the provisions of legislation and that we should support and contribute to the wider process of change through all aspects of our work and practices in order to eliminate discrimination and promote equality and diversity.

Motherwell Cheshire recognises, respects and values diversity in its trustees, employees, volunteers.

Motherwell Cheshire is a people-led organisation that must always ensure it meets the needs of the community through fair and appropriate employment and development of the people who work and volunteer for Motherwell Cheshire.

Introduction from our Chair & CEO

A message from Kate Blakemore, Chief Executive Officer

We are thrilled to announce an exciting opportunity for the position of Services Manager. Our plans for the next two years are ambitious and achievable, with an exciting expansion into Cheshire and a rebrand scheduled for 2025. This role offers numerous opportunities to shape our future. The primary responsibility of the Services Manager will be to oversee the "Communities Team," ensuring that we remain at the heart of our local community. This role will work very closely with myself to support local women and girls, ensuring they are represented at every meeting we attend. Together, we will influence change to enhance the lives of all.



A message from Jane Tomlinson, Chair of Trustees

Thank you for taking the time to consider this new and rewarding role with Motherwell.

Motherwell sits firmly in the heart of the community, listening and being responsive to current needs. We consider any change carefully focussing on the possible impact on both our resources and the quality of our core services which are key to our success.

As Trustees we place the well-being and development of our staff at the heart of our decision making and we are excited to welcome a Services Manager to join our talented and committed team who work together to deliver the best they possibly can to the community we serve. We look forward to receiving your application.




About Us

Motherwell Cheshire is a Charitable Incorporated Organisation (CIO) offering support in Winsford, Crewe, and the surrounding areas. Founded in 2015 by Kate Blakemore as a Community Interest Company (CIC), Motherwell transitioned to a CIO in 2017, with Kate continuing to lead as CEO.

Motherwell Cheshire boasts a dedicated team of specialists providing both practical and emotional support for women, girls and their families. Our services include peer support, counselling, crisis support, and volunteering opportunities. Through these initiatives, we help women and girls improve their self-advocacy skills, mental health, and overall wellbeing.

Our mission statement, "**Encourage, Inspire, and Empower,**" reflects our commitment to the women and girls we serve. Motherwell Cheshire has created a community of women, run by women, for women. Embedded in the local community, we receive referrals from GPs, social care, health visitors, midwives, and other third sector organisations.



all of our team at a recent away day early 2024

Our Current Projects

Believe Project

Believe Motherwell Cheshire CIO is a relationship-based practice dedicated to supporting mums and pregnant women whose children are or may be subject to a child protection plan. Our "Believe" practice is grounded in the conviction that every mum deserves support. There are no age limits, and we provide a dedicated Support Advocate to create bespoke support plans for each mum.

Our emotional support services aim to help mums feel valued, build confidence, and become more resilient and emotionally strong, enabling them to rebuild their lives.

In addition to emotional support, we offer practical assistance. This includes accompanying mums to meetings with social care and other agencies and connecting them with specialised services that can provide further help.

Mums are also invited to join our Motherwell Wellbeing Groups and Workshops. These groups offer a safe, non-judgmental environment where women can connect with others who understand and empathise with their experiences, fostering a sense of community and support.



Inspire Project

The mission of our inspire project is to:

To encourage young women to speak out about the issues that matter most to them and recognise they are of equal worth.

To inspire young women to take action and make positive changes to both their lives and the wider community.

To empower young women to improve their mental health, health, and wellbeing.



FlourisHER

Our FlourisHER project is an empowering project aimed at supporting and uplifting women within the community, by supporting their health and mental wellbeing.

This project is designed to address the unique challenges faced by women, fostering personal growth, self-confidence, and holistic well-being. The services that we deliver under this project are: counselling, peer support groups, women's health drop ins and social prescribing activities.



Community Share Hub

The hub started in 2019 as 'Crewe and Nantwich Uniform Exchange', a place for the local community to recycle and reuse no longer needed school uniforms, winter coats and multiple other children's items. In October 2020 we opened Motherwell Community Share Hub at Beech Drive, and the support services have continued to expand. Our sustainable, accessible to all scheme is here to help reduce the amount of items heading to landfill. This provides a range of different services for ALL of our community with no questions asked. Reducing landfill and encouraging us all to #reuse #recycle and #rewear our pre loved items.

Our support starts with our Baby Bank, supporting expectant or new mums. The Baby Bank provides like-new items for babies up to two years of age; cots, clothing bundles, travel systems, nappies and much much more! Our new mum vouchers, a collaborative scheme with the local midwives and health centres supplies a family with a packed Moses hamper with items for mum and baby on redemption of the voucher.

Our hub stocks school uniforms, stationery, period poverty kits, fancy dress, seasonal related stock (such as winter coats, and prom outfits for boys and girls) and our Footlocker Scheme. We receive pre loved football boots and astroturf trainers from local sports clubs and schools, these are then given back to children to encourage and empower them to keep on playing the sport they love.

Motherwell Community



Share Hub

International Women's Day celebrations

The Women's Day events in Crewe and Winsford are considered, by our team, to be flagship events for Motherwell Cheshire and for the women we support.

The events have evolved since their inception in 2015, the Crewe venue has moved from the library, to the Lifestyle Centre in 2017 to Cheshire College South and West in 2018, and has remained in the College ever since, never mind the varied content and growing marketplace.

Aims of Motherwell Cheshire's Women's Day

- To increase awareness among women particularly, of female centred services in their local area, including Motherwell.
- To work in partnership with these services and agencies to empower women in the local area to take care of their mental and physical health.
- To provide an informative, entertaining, inclusive, & relaxing event where women are celebrated and congratulated for their contribution to our community, our economy & to each other.
- To provide an opportunity for local female led businesses to showcase their products.
- To generate income for Motherwell Cheshire registered charity.



Our Mission & Values

Our vision is that women and girls are able to meet the challenges in their lives and access support, education and advocacy, in order to fulfil their potential.

Mission

Encourage, inspire and empower all women and girls to improve their mental health and challenge the associated stigma.

Note

These will be reviewed in September. The Services Manager will play a key part in this process, collaborating with and coordinating the board, team members and HERStory Lived experience group.

Values

Our values “SHINE” really do sit at the core of everything that we do:



Strategic Plan 2024-2026

1

Rebrand

Taking into consideration the broad range of women and girls we work with and our health and well-being outcomes

2

Diversify Income

With a focus on maximising income from corporate wellbeing Social Enterprise “The Learning Well”

3

Develop Organisational Structure

Ensuring we have a strong core support team as a foundation for future growth,

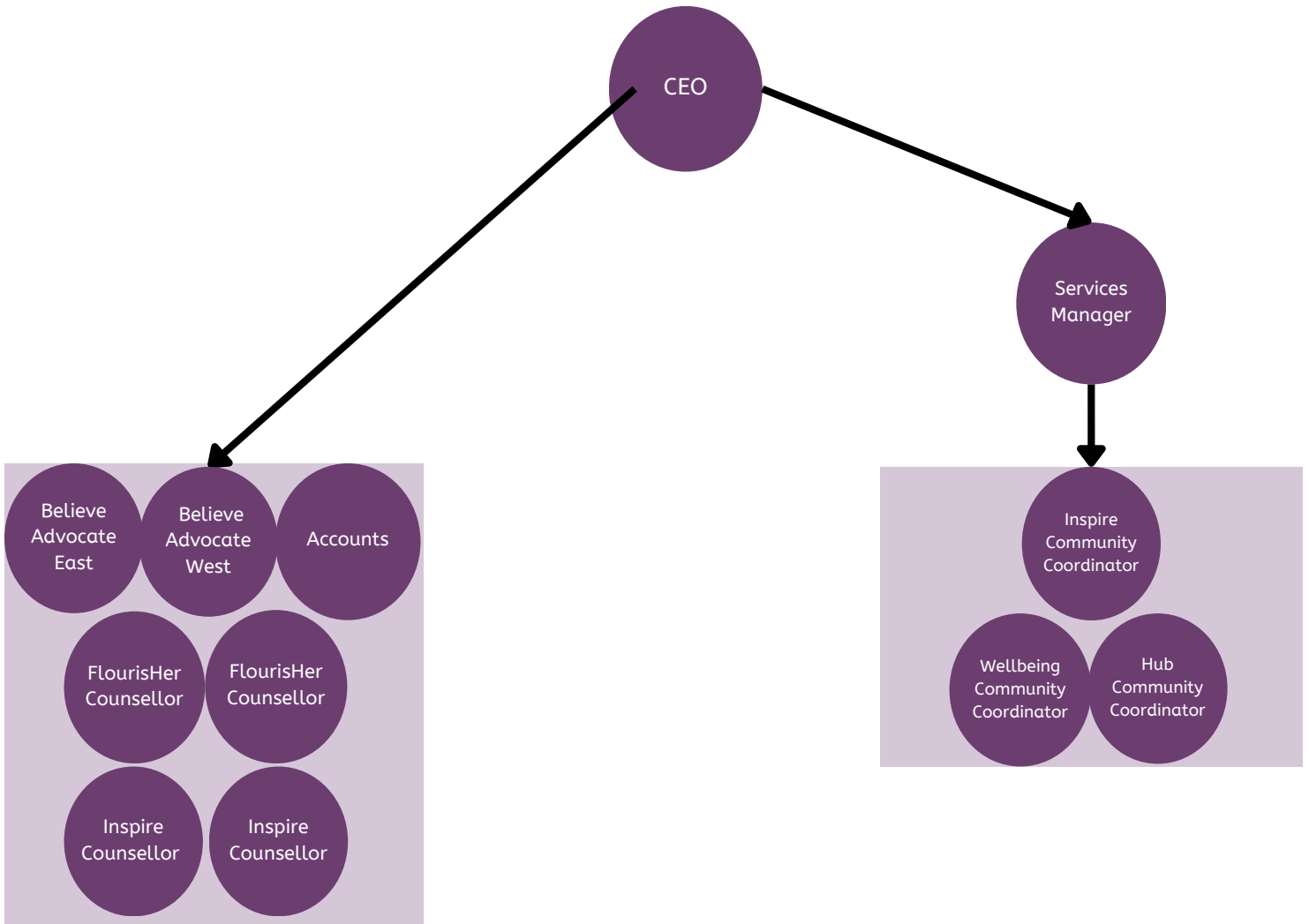
4

Expanding Services for Women & Girls in Cheshire & beyond

Allowing us to reach more people and change more lives

These Strategic Goals are ambitious but achievable. We are confident that by focusing on these goals, we will be able to work towards our mission in the most impactful and sustainable way.

Motherwell Cheshire CIO Organisational Structure



Why Join Us?

This is an exciting opportunity for someone with excellent organisational and administrative skills to join a fast paced, award winning charity changing the narrative for women and girls in Cheshire.

We pride ourselves on being a grassroots organisation that responds to the needs of our local community in Cheshire. We have a clear and exciting few years ahead of us planned.

This is a full time role, but flexible working is a core value of the organisation so please discuss your specific needs with us. Options include: a job-share, and flexi-hours, but you must be available for team meetings (which take place on a Thursday morning) and a weekly one to one meeting with the CEO. You may also need to work some weekends, and cover office hours in times of annual leave or sickness. You will be a key team member in developing the organisation and moving it towards its strategic goals, so making time to get to know and work with the rest of the team will be essential.

We echo our support of women and girls in Cheshire in the support of our hardworking team. We offer 5 wellbeing days over and above your annual leave allocation. (1 per quarter and 1 for your birthday) and we will support you with your own health and wellbeing goals.



Some of our service users at our busy and ever popular crochet group



Motherwell Cheshire CIO

Job Description

Position Title	Services Manager
Reports To	CEO
Employment Type	Full Time, Employed
Overview of Organisation	A service provided by women for women, promoting positive health and wellbeing by offering Counselling, Peer support, Wellbeing Activities.
Location	Crewe or Winsford Hub, with regular travel required to alternative site and other operational centres when required
Job Purpose	To support the charity's development of and achievement of its operational and strategic plans. To ensure great governance processes are embedded and followed. To ensure staff wellbeing. To ensure the continued development of the Charity.
Time Commitment	39.5 hours per week (full time)
Days Worked	Monday to Friday with occasional weekends
Rate of pay	£35,000 per annum
Time Commitment	39.5 hours per week (full time)
Annual Leave Allowance	210 hours per year

Job Description Continued

Key Responsibilities & Accountabilities - OPERATIONS

To manage the process by which outcomes and other funder and trustee requirements are considered, documented and reported by project leads and the teams.

Review services to ensure they continue to be responsive to the needs of our beneficiaries

Line manage team members as outlined in the organisational structure.

Manage office based volunteers and placements to support, develop, and extend our services.

Oversee recruitment of team members, volunteers and student placements/work experience, including appropriate induction procedures.

Empower team members and management to make the most of any available resources to allow the Charity to reach more people and change more lives.

Empower team members and management to make the most of any available resources to allow the Charity to diversify and maximise income.

Produce monthly newsletters for our service user mailing list and team members.

Develop quarterly operational plan and keep updated.

Coordinate the organisation of large fundraising and publicity events such as Women's Day.

Any other task which from time to time may be deemed appropriate for the role by the CEO and board of trustees.

Job Description Continued

Key Responsibilities & Accountabilities - STRATEGIC

To support CEO in achieving strategic goals.

Proactively provide appropriate information to the board of trustees to support decision making and evaluation.

Support the trustees and CEO to allow them to ensure the appropriate governance and leadership to improve Motherwell's sustainability.

Develop potential income sources, through links with external businesses and organisations.

Act as safeguarding lead to support counsellors and team members with any safeguarding issues arising. (negotiable).

To oversee the development of the Lived Experience panel to make sure they form part of all key decisions.

Monitor and manage risk register and risk assessment process.

Together with the CEO manage risk in line with the charity's risk management procedures.

To act as health and safety lead, to ensure appropriate procedures and policies in place, reviewed and evaluated.

To act as data protection lead, to ensure appropriate policies and infrastructure are in place, reviewed and evaluated.

Develop training opportunities for team members , primarily within the Outcomes, Health & Safety, Data Protection areas.

Key Responsibilities & Accountabilities - GOVERNANCE

Training Required

First Aid at work

Safeguarding Level 3

Health and Safety Management training



Motherwell Cheshire CIO Person Specification

Position Title

Services Manager

Experience

Experience of working within mental health

Essential

Experience of managing a team

Essential

Understanding of the third sector

Essential

Experience in project coordination and working in local community

Essential

Experience of report writing

Desirable

Experience of appropriate liaison and networking with other professionals

Essential

Experience of writing funding applications

Desirable

Knowledge

Working knowledge of MS Word, GDrive, Powerpoint & Excel

Essential

knowledge of Health and Safety and Risk Management

Essential

Person Specification continued

Skills & Abilities

Ability to produce Powerpoint presentations, workshops and develop training programmes suitable for audience needs and ability	Essential
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Ability to provide support and train volunteers	Essential
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Ability to work within and adhere to Project outcomes, milestones and timescales	Essential
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Good administration skills including the ability to produce documents and other outcomes accurately and on time.	Essential
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Able to identify and gather required statistics and to communicate these effectively to management	Essential
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Able to drive and have access to own vehicle.	Desirable
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Personal Qualities

Excellent Communicator (verbal and written)	Essential
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Professional attitude and conduct	Essential
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Open to change and new challenges, adaptable and prepared to explore new ways of working	Desirable
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Able to deal with conflict	Essential
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Good Team Player	Essential
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Person Specification continued

Motivation

Able to work on own initiative and to use initiative effectively in support of the project and organisational aims and values.

Essential

Prepared to travel in pursuance of duties of the role

Essential

Motivated to continuously improve own skills & abilities

Essential

Other

Clean Disclosure and Barring (DBS) check - Enhanced

Essential

Willing to take part in required training for the role -
Essential and adhoc

Essential



The wonderful graphic summary of our 2024 team away day captured by Addyson Brough

How to apply

Complete application form and return it to
hr@motherwellcio.com by 12pm 25th July 2024

If you would like to arrange an initial informal conversation with
our CEO, please email Kate on kate@motherwellcheshirecio.com

Deadlines and key dates

Closing date for applications is 12pm July 25th 2024

Shortlist will take place by 30th July 2024

Notification to candidates by 6th August 2024

Interviews on 28th August 2024

Appointment notified by 2nd September 2024

Other information

Website: www.motherwellcheshirecio.com

Main office address and location for interviews and or visits:

54-56 Beech Drive, Wistaston, Crewe, CW2 8RG

Winsford office and hub address for visits:

New Images Community Centre, Nixon Drive, Winsford,
CW7 2HG.

Thank you for your interest in Motherwell Cheshire CIO
We look forward to meeting you.