

# **SERVICE MANAGER**

## **RECRUITMENT PACK**

- ✓ About ACAP
- ✓ Job description
- ✓ Person specification
- ✓ Company benefits

**For more  
information  
call us on  
01274  
720254**

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**email your CV &  
cover letter to**

**[office@acap.org.uk](mailto:office@acap.org.uk)**

# JOB DESCRIPTION

<b>POST TITLE</b>	Service Manager
<b>SALARY</b>	£17,995 p.a. (FTE £30,00 p.a.)
<b>HOURS</b>	22.5 hours per week
<b>CONTRACT</b>	Fixed Term 12 months until Aug 2025 (extension subject to funding)
<b>LOCATION</b>	ACAP, 17 Claremont, Bradford, BD7 1BG

## About ACAP

The African Caribbean Achievement Project (ACAP) is a grassroots, community-led charity with a clear purpose and dedication to uplifting and empowering the African Caribbean community. Our goal is to create a stronger, and more resilient community. Our initiatives span education, health & well-being, and arts and cultural enrichment, ensuring that every individual has the tools to thrive. We're dedicated to providing a holistic approach to empowerment.

This is an exciting time to join ACAP, as we embark on new partnerships, a growing staff team, and a complete renovation of our community centre!

## Role overview

The Service Manager will play a crucial role in supporting the Project Director to provide top-notch, community-led services that align with ACAP's strategic goals.

Based at our community centre in the heart of Bradford, you will manage day-to-day operations, supervise staff, and coordinate our projects and services.



# Main Duties & Responsibilities

## Service Delivery

- Support the Project Director in delivering community-led services aligned with ACAP's strategic plans.
- Manage daily operations at the ACAP community centre and act as the primary contact for service enquiries.
- Ensure service delivery of ACAP's new and existing projects and services.

## Staff Management

- Provide regular supervision and support to staff, including performance management.
- Oversee staff hours, sickness, and annual leave.
- Organise and lead team meetings.
- Support the development of staff by identifying training needs and scheduling training opportunities.
- Ensure staff adherence to ACAP's Code of Conduct and other organisational policies, including Safeguarding, Equality & Diversity.

## Project Management

- Coordinate new community engagement initiatives with staff, volunteers, and community members.
- Assist the Project Director in overseeing the refurbishment and redevelopment of the ACAP community centre.

## Financial Management

- Maintain financial records in collaboration with the Finance Officer.
- Produce and monitor budgets for various projects and services.

## Partnerships and Stakeholder Engagement

- Build and maintain relationships with key individuals and partner organisations.
- Attend community and stakeholder meetings to promote ACAP services and establish networks.
- Collaborate with community groups and organisations.

## Monitoring and Evaluation

- Track activity and produce monthly reports on project outcomes.
- Maintain and update ACAP's client and partner databases.

**Please note, the above duties are not intended to be an exhaustive list**

# PERSON SPECIFICATION

PROFESSIONAL EXPERIENCE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Experience of working with and relating to people from Black African, Black Caribbean and other culturally diverse marginalised and disadvantaged communities</li><li>• Experience in project management, development, coordination, and delivery</li><li>• Experience of supervising staff and/or volunteers</li><li>• Proven ability to develop and maintain administrative systems, including staff records</li><li>• Creating, implementing and monitoring procedures, processes and policies</li></ul>	<ul style="list-style-type: none"><li>• Experience of involving service users in service planning and development</li><li>• Experience of working within the voluntary sector</li><li>• Experience of driving service improvements and managing change within a service delivery environment</li><li>• Experience of working within a multi-agency setting</li><li>• Developing, delivering and facilitating group work and/or training</li><li>• Experience Identifying and securing funding</li></ul>

EDUCATION & TRAINING	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Qualification in either education, health and social care, or community work</li></ul>	<ul style="list-style-type: none"><li>• Educated to degree level in a relevant subject</li></ul>

# PERSON SPECIFICATION

SKILLS & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Ability to coordinate and lead a team</li><li>• Knowledge of education, health, and other inequalities faced by Black African, Black Caribbean, and other racially diverse communities</li><li>• Ability to work independently and as part of a remote team</li><li>• Ability to work with a diverse range of people and build relationships</li><li>• Ability to set clear objectives, prioritise tasks, and meet deadlines</li><li>• Proficiency in keeping accurate and concise records</li><li>• Effective communication skills, both verbal and written, including report writing</li><li>• IT literacy, including proficiency with Microsoft Office suite</li><li>• Ability to drive and willingness to travel to multiple locations across Bradford and surrounding areas</li></ul>	<ul style="list-style-type: none"><li>• A working knowledge of safeguarding legislation relevant to working with children and/or vulnerable adults</li><li>• Experience writing fundraising applications and/or tenders and successfully securing grants</li></ul>

# WORK CULTURE

We're passionate about delivering excellent services. We go above and beyond, working hard to meet and exceed the high standards our community deserves.

## You'll fit in perfectly if you are...

- Community-oriented, with a strong drive to serve and uplift the community
- An empathetic and understanding person, able to connect with individuals from all walks of life
- Dedicated to promoting diversity and inclusion, and addressing inequalities
- A resilient problem-solver capable of handling challenges
- An innovative thinker, open to new ideas and approaches to improve service delivery



**JOIN  
OUR  
TEAM!**

## Benefits include:

- Flexible and hybrid working
- Being part of an expanding team in a friendly environment
- Opportunity to make a significant contribution to the community
- 4 weeks annual leave (pro-rata), plus bank holidays
- Employer pension contribution
- Potential for contract extension





# APPLY NOW!

Tell us why you're the best person for the job. Email your CV and 2-page cover letter to [office@acap.org.uk](mailto:office@acap.org.uk).

Please remember to include **"Job Vacancy ACAP Service Manager"** in the subject line.

If you need any support applying for this position or if you would like to discuss any aspect of the role, please contact Claudia McFarlane on 01274 720254 or email [claudia@acap.org.uk](mailto:claudia@acap.org.uk).

**CLOSING DATE: FRIDAY 21ST JUNE**



  
**ACAP**  
AFRICAN CARIBBEAN **ACHIEVEMENT** PROJECT