



WE ARE HIRING!

SERVICE MANAGER

- **Location:** ACAP, 17 Claremont, Bradford (with travel across Bradford District and Craven)
- **Hours:** *One Full time, or two Part-time* roles available (37 hours per week total, hours to be agreed) – flexible working required, including occasional evenings and weekends
- **Salary & Terms:** £32,597 – £35,412, 12 month Fixed-Term contract (extension based upon future successful fundraising)
- **Responsible to:** ACAP CEO & Board of Trustees

About Us

ACAP is a grassroots, community-led organisation based in Bradford, working to improve outcomes for ethnically diverse communities, particularly Black African and Caribbean communities.

We deliver a range of services focused on:

- Education and personal development
- Mental health and wellbeing
- Community engagement and empowerment

Our work is rooted in trust, cultural understanding, and strong relationships within the communities we serve.

Purpose of the Role

We are recruiting a Service Manager to play a key leadership role within ACAP. This is a hands-on leadership position. You will be responsible for:

- The day-to-day running of services
- Supporting and managing staff
- Ensuring high-quality, safe and effective delivery
- Acting as the main point of contact within the organisation
- Maintaining a strong, visible presence within the centre

You will be trusted to take ownership, make decisions, and ensure services run smoothly, particularly during periods of high demand.

Key Responsibilities

Service Leadership

- Oversee the delivery of all ACAP services
- Ensure services are high-quality, responsive, and aligned with community needs
- Manage demand and prioritise effectively when capacity is stretched

Team Management

- Provide regular supervision and support to staff
- Set clear expectations and manage performance
- Promote a positive, accountable and supportive team culture

Operational Responsibility

- Act as a keyholder (opening and closing the building)
- Be responsible for the day-to-day running of the centre
- Act as the first point of contact for staff, service users and visitors
- Respond to issues and make decisions when required

Safeguarding & Risk

- Oversee safeguarding across all services
- Ensure appropriate responses to concerns and disclosures
- Maintain a strong safeguarding culture within the team

Partnerships & Community

- Build and maintain strong relationships with partners
- Strengthen referral pathways into services
- Ensure services remain community-led and culturally responsive

Monitoring & Impact

- Track service delivery and outcomes
- Ensure accurate data collection and reporting
- Demonstrate impact to funders and stakeholders

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications	• A relevant qualification in a related field (e.g. health, social care, community development, youth work, management) or equivalent professional experience • Evidence of ongoing professional development	• Degree or equivalent • Leadership or management qualification (e.g. ILM or equivalent)
Experience	• Experience of managing or coordinating services within the voluntary, community, health, or public sector • Experience of leading, supervising, or supporting staff and/or volunteers • Experience of working within Black African and Caribbean communities • Experience of managing competing demands and working in a busy, high-pressure environment • Experience of partnership working, including building and maintaining relationships with external organisations • Experience of monitoring budgets and managing resources, including working within financial constraints • Experience of working within organisational policies and procedures, including safeguarding, health & safety, and data protection • Experience of working within policies and procedures in practice • Ability to apply policies relating to safeguarding, health & safety, and confidentiality	• Experience of setting up, onboarding, or embedding new services or projects • Experience of managing or coordinating volunteers, including recruitment, support, and retention • Experience of working within mental health or wellbeing services • Experience of budget planning or contributing to budget setting • Experience of working with financial systems (e.g. QuickBooks) • Experience of monitoring, evaluation, and reporting (e.g. KPIs, outcomes, case studies) • Experience of working within a small, community-based or grassroots organisation • Experience of developing, reviewing, or improving policies and procedures • Experience of ensuring organisational compliance or preparing for inspections/funders • Experience of embedding policies into team practice (training, supervision, monitoring)

PERSON SPECIFICATION

Criteria	Essential	Desirable
Knowledge	• Understanding of the challenges and barriers faced by Black, African and African Caribbean communities in accessing services, particularly around mental health • Awareness of culturally responsive and inclusive approaches to service delivery • Understanding of confidentiality, data protection, and professional boundaries	• Knowledge of Bradford’s communities, particularly Black African and African Caribbean communities • Awareness of local services, referral pathways, and the voluntary and community sector landscape • Understanding of monitoring, evaluation, and demonstrating impact
Skills & Attributes	• Strong leadership skills, with the ability to support, motivate, and manage a team effectively • Ability to take ownership and responsibility for the day-to-day running of services and the centre • Confident decision-making skills, particularly when working independently or under pressure • Excellent organisational skills, with the ability to prioritise workload and manage multiple demands • Strong communication and interpersonal skills, with the ability to build trust and rapport with a wide range of people • Ability to remain calm, practical, and solution-focused in challenging or unexpected situations • Ability to maintain professional boundaries while remaining approachable and supportive • High level of reliability, consistency, and accountability • Ability to work flexibly, including evenings and occasional weekends, in line with service needs	• Ability to identify opportunities for service improvement and development • Confidence in representing the organisation externally • Ability to facilitate discussions, meetings, or group sessions

RECRUITMENT TIMELINE



CLOSING DATE

Wednesday 17th June 2026 at 5pm

INTERVIEW DATE

Wednesday 24th June 2026

TO APPLY, SEND YOUR CV AND COVERING LETTER (2 A4 SIDES MAX) TO
claudia@acap.org.uk

In your cover letter, describe how your experience and skills align with this role, and what you feel you would contribute to ACAP and the communities we serve.

For an informal chat about the role before applying, please contact
*Claudia McFarlane on **01274 720254 / 07534 649467***