

Area Manager

Context

The Network Management team is responsible for managing and developing CAP's network of centres and the staff that run those centres. It is committed to empowering the local church and therefore invests in the support required for a church to run a CAP service well. The Area Managers are the key contact point between CAP and the local church.

Area Managers report to Region Leaders, Region Directors & National Directors.

Purpose

The Area Manager is responsible for supporting and managing a number of centres running CAP's core services in the local church. As part of their regular activities they will be responsible for implementing key projects as set by the Network Leadership team, by working with the centres and services. They will – as appropriate – build and maintain relationships with key local church leaders and referral agencies.

Passion

Area Managers will be passionate about developing the centre network to offer the life-transforming CAP services in their Area and give our clients/members the opportunity to hear and respond to the love of Jesus.

Personality

To be successful the Area Manager will need to work well within a geographically dispersed team, with the drive and skill to engage and empower the frontline staff to deliver CAP's vision. They will strive for excellence whilst being compassionate, relational and professional.

Role:

Accountabilities:

- To encourage, motivate and challenge Centre Managers and Coaches to set and meet all of their key objectives
- To undertake regular reviews with each Centre Manager to ensure attrition is minimised and performance is maximised.
- To be the main point of contact and the main source of expertise for Centre Managers with regards to all issues of running a CAP centre.
- To work collaboratively with the Regional Team to deliver excellent events and share best practice & engage in regular meetings
- To organise regional events for centre staff and encourage and build team relationships among local centres.
- To participate in recruiting and training and managing frontline workers.

Job Profiles: Network Management

- To support Debt Centre Coaches and Managers through their sign off procedure.
- To provide Area specific updates to Region Leader/Director/National Director on their centres
- To provide some aspects of pastoral support for Centre Managers in their role and advice in difficult situations.
- To maintain a good relationship with church leaders, bringing issues to their attention when necessary.
- To support centres to remain sustainable (through succession planning, adding coaches etc)
- To provide local insight to the Church Partnership Team and support as necessary
- To represent CAP in their area, as required. (e.g. speaking at a church event in the area to inspire other local churches to consider partnering with CAP)
- To participate in CAP improvement projects as necessary
- To be the point of contact for centres when there are national CAP announcements/ implementations of change

Measurable Outputs:

The Area Manager is responsible for supporting the local church in getting the best out of CAP's services and providing input to CAP's constant desire to improve its service to the church.

- Appropriate attrition levels for the services they manage (closures can be "good" as well as "bad")
- Income levels for their services are being met
- Audit performance
- Appropriate number of reviews a year completed with service managers
- At least one annual review with the centre manager and church leader
- Driving a culture of evangelism with their services
- Debt Centre sign off is achieved within 1 year for 90% of new staff
- Attendance at area, regional and national conferences & meetings
- Survey feedback on frontline and church surveys

Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

Other Responsibilities Include:

- Being willing to pray with staff and be fully engaged with our Christ centered culture.

Job Profiles: Network Management

- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences .
- Complete all compulsory CAP training within given timescales.

Person:

Education:

- There are no formal educational requirements for this role, but strong verbal and numerical literacy will be essential
- Strong problem solving skills will also be essential.
- These would equate to A-Level standard education.

Experience:

- Experience of working on own initiative
- Experience in training and developing people
- Experience of leading and managing a team of staff or volunteers
- Experience of leading teams to meet key objectives or targets
- Evidence of passion for the poor, evangelism and outworking of this.

Desirable

- Experience of delivering and arranging training sessions
- Public speaking experience
- Experience of managing a remote/ dispersed team

Skills/Abilities:

- Ability to challenge and coach poor performance
- A confident communicator who promotes CAP's culture and values at all times
- A proven leader who can inspire, influence and deliver results
- Emotionally and spiritually mature
- Ability to develop strengths and skills in others to maximise performance
- Excellent organisational skills
- Adaptable to the changing nature of the organisation
- Flexible
- Ability to prioritise time, tasks and attention effectively
- Ability to understand/sympathise with a variety of Christian denominations and streams within the UK
- Ability to work collaboratively within the Regional Team
- Personable and friendly with good people skills
- Good sense of fun

Christian Commitment:

- The Area Manager must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of own personal faith and in line with CAP's Statement of Faith.

All adults working in, or on behalf of the CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- a responsibility to ensure a safe environment in which CAP Services can be delivered.
- Identify children and adults where there may be safeguarding concerns and to follow the CAP Safeguarding Policy in addressing any concerns appropriately.

The Area Manager will be expected to travel across the area and Region and attend regular training, conferences and meetings.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

June 2020