

**Cruse Bereavement Care
Job Description
Area Support Manager**

Responsible to:	Deputy Director of Services
Job Purpose	To provide effective support and information to Cruse Areas, Branches, Regions and Nations in England, Wales and Northern Ireland.
Main tasks:	
Advice and support to Areas/Branches	To act as the initial point of telephone/email contact for Areas/Branches, Regions & Nations, signposting them or referring them on as appropriate To advise on Area Development To provide management guidance, advice and support including in the following areas: Training, CRB, Cruse Policies & Standards, Complaints, Commissioning, Recruitment
Training	To maintain the Trainer Register To provide advice about Cruse's existing and forthcoming core training courses
Lead Signatory for Criminal Records Bureau checks in England & Wales	To act as Lead Signatory for CRB checks in England and Wales, ensuring compliance with all relevant legislation To meet all potential Counter-signatories for CRB checks, verifying their ID and checking application forms To disseminate updated information about CRB policy and from the Independent Safeguarding Authority To check CRB application forms To monitor quarterly reports from CRB To monitor invoices from CRB To attend CRB meetings
Cruse Policies and Procedures	To ensure that Cruse policies and procedures are disseminated effectively across the organisation To monitor queries and ensure they are responded to To review and inform the Directorate Team where policies and procedures might require clarification or updating To maintain the Policy Handbook in line with current internal policy
Complaints & Grievances	To maintain the central Complaints Register To provide advice about using the Complaints, Grievances and Disciplinary procedures
Commissioning	To provide advice and information about commissioning, Service Level Agreements etc. with public and private sector partners
Recruitment for staff & volunteers	To provide advice about recruitment and help develop recruitment strategies
Communication	To support effective communication at all levels of the organisation To work with the Information Officer and Director of Fundraising & Partnerships to ensure the website meets the needs of Areas, Branches, Regions & Nations To inform the Directorate Team of issues and areas of concern

To provide written guidance and advice

Confidentiality To maintain confidentiality and assist communication as appropriate

Equal Opportunities In all of the above, to follow the Equal Opportunities Policy of Cruse Bereavement Care

Health and Safety To maintain Health and Safety Procedures

**Cruse Bereavement Care
Person Specification
Area Support Manager**

Experience

Essential

Experience of managing good relationships with a range of customers/clients/stakeholders
Experience of communicating information to a wide range of customers/clients/stakeholders
Ability to work with minimal supervision to achieve set outcomes

Desirable

Experience of working as part of a team, whilst able to work autonomously
Knowledge and understanding of the ethos and values of the voluntary sector and of current issues facing the voluntary sector

Skills

Essential

Good interpersonal and verbal skills, with the ability to deal with a range of stakeholders
Correct plain English drafting
Proficiency in using IT, including email, to communicate with others and present information clearly
Strong administrative skills and ability to keep accurate records
Ability to prioritise work in a demanding environment

Other

The post is based in Richmond; some meetings are held in central London and at locations across England, Wales and N Ireland. Some attendance at evening/weekend meetings/conferences is expected in this role; this includes some travelling and overnight stays. Time off in lieu will be given to compensate.

Whilst the postholder will not be dealing with service users, experience has shown that it is necessary for applicants to reflect on whether they are able to work in an environment where bereavement issues are constantly under discussion. Bereavement awareness training will be provided.

Sensitivity to the issues involved in working with volunteers is essential.

The successful candidate will be subject to a Criminal Records Bureau check before appointment can be confirmed.

April 2008