

Job Description – “Open Arms” Project Supervisor

Full Time 37 hours – fixed term until 31st March 2027 (initially) with further 2 years expected thereafter

Salary – £33,000 per annum

Responsible to - Rotherfed Project Manager

MAIN PURPOSE:

To lead the day-to-day delivery of the Open Arms project for Rotherham Federation, ensuring agreed targets, outcomes and milestones are achieved. The postholder will supervise and support staff, coordinate the programme of community events and engagement activity, and maintain strong partnership relationships. They will also lead on monitoring, evaluation and reporting requirements, ensuring accurate data collection, timely reporting, and continuous service improvement.

Duties and Responsibilities

- Lead the operational delivery of the Open Arms project, ensuring activities are planned, delivered and reviewed in line with the project plan, outcomes and funder/contract requirements.
- Be accountable for achieving project targets and key performance indicators, identifying risks and taking timely action to address underperformance.
- Provide day-to-day supervision, guidance and support to Open Arms staff (and volunteers where applicable), including 1:1s, induction, coaching, rota coordination and performance support.
- Lead on monitoring, evaluation and reporting: ensure accurate data capture, maintain monitoring systems, complete returns, produce narrative and outcome reports, and contribute to learning and service improvement.
- Oversee and support a varied programme of Open Arms community events and engagement activities, ensuring venues, logistics, suppliers and staffing are coordinated.
- Lead on partnership relations: proactively build and maintain links with council teams, voluntary and community sector organisations and other key stakeholders to maximise referrals, joint working and impact.
- Oversee promotion and communications (including social media) to increase awareness and attendance at sessions and events, ensuring messaging is inclusive and accessible.
- Ensure all events and sessions are delivered safely and in line with organisational policies, including risk assessments, safeguarding, health and safety, data protection and confidentiality.
- Support a warm and welcoming environment at drop-in sessions; provide cover for annual leave and additional support as required, ensuring people are listened to and signposted appropriately.
- Due to the nature of our work and to properly fulfil our obligations to our customers/service users, there will be occasions where work outside of normal working hours will be required.
- To be able to work in all areas of the Rotherham Borough
- Undertake training and development activities and attend relevant meetings and courses.
- To be aware of and comply with relevant health and safety, child protection, operational, personnel, data protection and financial regulations, policies, and procedures.
- To ensure equality of opportunity and delivery of a quality service are key principles in pursuing all of the above
- Undertake other duties as determined by the line manager.

Person Specification

Open Arms Project Supervisor

Personal Skills/Characteristics	Essential	Desirable	Shortlisting Criteria
<p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of supervising and supporting staff and/or volunteers, including organising workloads and providing day-to-day guidance. • Experience of delivering a community-based project or service to agreed targets/outcomes and meeting deadlines. • Experience of monitoring, collecting data and producing reports (quantitative and qualitative) for managers, partners and/or funders. • Experience of building and maintaining effective relationships with partner organisations and key stakeholders. • Experience of planning and coordinating events, engagement activity and/or community sessions, including promotion and logistics. • Experience of working in the voluntary and community sector and an understanding of local issues in health and social care. 	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>		<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>
<p><u>Qualifications & Training</u></p> <ul style="list-style-type: none"> • 1 years' experience in a related post and able to demonstrate competence to undertake the duties required. • Accredited "Community Engagement" Qualification 	<p style="text-align: center;">X</p>	<p style="text-align: center;">X</p>	<p style="text-align: center;">X</p>

<p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • Strong planning and prioritisation skills, able to manage competing demands and deliver to deadlines. • Confident communicator with strong written skills, able to produce clear reports and present information to a range of audiences. • Supportive leadership style; able to motivate others and work collaboratively with colleagues and partners. • Enthusiasm, drive and resilience, with a solution-focused approach. • Commitment to equality, diversity and inclusion and to delivering a welcoming, non-judgemental service. 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>		
<p><u>Further Requirements</u></p> <ul style="list-style-type: none"> • Willingness to work on occasions, outside of normal working hours will be required. • b) Willingness to undertake Enhanced DBS Check 	<p>X</p> <p>X</p>		
<p><u>Physical Requirements</u></p> <ul style="list-style-type: none"> • Ability to travel to various locations during the course of employment as required. • Full clean driving licence and access to use of a car 	<p>X</p> <p>X</p>		

Key: AF = Application form. I = Interview. R = Reference P= Presentation