

VACANCY FOR SENIOR DUTY MANAGER

Location: Gibraltar
Hours: Approximately 10-15 hours per week
Salary: £12 per hour
Application: Please send your CV and cover letter to admin@childline.gi
Closing date: 13 January 2019

Childline Gibraltar is looking for Senior Duty Manager to join our team. Next to covering our helpline, you will be responsible for the management of our (Relief) Duty Managers. As part of this role you will monitor and appraise their work, help the Service Coordinator in identifying their training needs and ensure that all employees have the tools they need to do an effective job.

The post entails covering evening and weekend shifts 365 days a year on a rotational basis between the hours of 4.45pm - 9pm when our Telephone Helpline is open. You will be required to work one full weekend a month (Fri-Sun) and work one additional weekend day (of your choosing). Availability for some occasional daytime work and meetings is also required.

Applicants must have a flexible approach to work, be prepared to undertake some extra hours on a voluntary basis and previous line manager experience.

Main Duties and Responsibilities

- Coordinating the Safeguarding Practice Reflection
- Schedule regular performance review with the (Relief) Duty Managers to appraise their quality of work, provide coaching, counselling, and disciplining measures.
- Ensure systems, policies, procedures are followed and productivity standards are met.
- Prepare monthly statistical data about our service users.
- Support our volunteers during their shifts both in practical terms and moral support and provide Volunteer Guidance
- Identify and assist with the organisation of training events for staff and volunteers.
- Support the charity's awareness by coordinating the organisation and by attending fundraising events which take place throughout the year.
- Attend monthly team meetings, and Trustee meetings as required.

Experience and Skills

- Experience leading the Safeguarding Practice Reflection
- Knowledge and experience of Safeguarding Children
- Background in social work, education or youth work
- Flexible approach to work
- Excellent communication and interpersonal skills
- Excellent administrative and I.T. skills.
- Previous experience of having managed individuals or volunteers

The Charity

As the largest children's charity exclusively operating in Gibraltar, improving the lives of Gibraltar's children is our priority.

Child abuse is preventable – not inevitable. It's up to each of us to do everything possible to keep childhood safe from abuse, so children can grow up healthy and thrive. We are proud to have helped hundreds of children and young adults in Gibraltar to overcome many serious issues through our services.