



Job Description: Community Support Manager

This job description serves to illustrate the type and scope of what is required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may vary from time to time, they will not, however, change the general character of the job or the level of responsibility entailed.

Section 1 - Job Details

Job title	Community Support Manager
Directorate	Services and Support
Department/Team (if applicable)	Service Delivery
Reports to	Head of Community Services
Direct reports	2 Community Support Senior Officers
Base location of job	Home based, within a designated region
Contracted hours are agreed locally with line managers	

Section 2 - Job Purpose

The Community Support Manager will ensure that the MS Society's community services are delivered to a consistent, high-quality standard by community service providers. This role combines team leadership across a large region in England, with direct delivery support in a defined sub-region.

Team leadership responsibilities include day-to-day management of the regional Community Support team and their resources. You will ensure that the team provides excellent support for community service providers ensuring consistent delivery, governance and compliance.

You will oversee and provide high-quality, consistent support to local groups, volunteers, service providers, and volunteer managers, so that they can implement the MS Society's policies and processes.

Working closely with colleagues in the Volunteering and Community Development teams, you will ensure that the MS Society maintains well-governed and compliant groups and community activities, and shape improvements that reduce the complexity of group governance. The role is also responsible for ensuring that each local group in the area has a succession and annual plan which aligns with local need and organisational strategy.

Section 3 - Key Responsibilities/Accountabilities

	Responsibility/ Accountability
1	Oversee high-quality, consistent support to community service providers across a designated region. Ensure that delivery of support to local groups, volunteers, service providers is consistent, high-quality, and responsive to local needs and organisational priorities and manage resources across the region appropriately.
2	Line manage and develop Community Support Senior Officers, supporting their performance and ensuring they have clear workplans. Collaborate with the Community Development Manager and Senior Officers, to join-up delivery and development across the region.
3	Deliver support to service providers in a designated sub-region, including delivering guidance and problem solving to local groups, volunteers, volunteer managers and service providers, ensuring compliance with MS Society policies and processes.
4	Provide direct support to volunteers. This includes working with the Volunteering Team to ensure that volunteers are confident using relevant systems and following organisational processes, that they are trained, and that they have a positive volunteering experience.
5	Act as a Volunteer Manager for Group Coordinators and other local volunteers. Support processes including recruitment, onboarding, training, and problem solving.
6	Proactively engage with volunteers and services providers on an agreed schedule. Maintain regular contact, accurate records and ensure that appropriate follow-up actions are completed.
7	Work collaboratively with the Community Development Senior Officer / Manager in your sub-region, to resolve complex queries and improve community support.
8	Support local groups to plan for the future, using toolkits and data to develop annual and succession plans that reflect local need and strategic direction. When needed, support groups to close, merge or develop.
9	Provide signposting to people affected by MS, helping them to access relevant support and information locally and nationally.
10	Collect and use data and insight effectively. Maintain accurate records and contribute to reporting and analysis to shape service delivery.
11	Support compliance and governance processes and contribute to improving them, to reduce the burden of policy and process on groups and volunteers.
12	Use available resources to support volunteer wellbeing as required. Work with the Volunteer Experience Senior Officer when issues are raised.
13	Support Local Communities with health and safety risk management by reviewing and approving documentation, providing basic guidance and following up on any compliance or audit actions. Ensure a proactive safeguarding culture where concerns are managed appropriately and escalated in line with organisational policy and procedure.

Section 4 – Dimension of the role

Resources	Responsible for the proper use and safekeeping of community assets within scope of role to maintain the MS Society's reputation.
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Staff/Volunteers	Responsible for providing information and support to our service providers, volunteers and volunteer managers as required.
Budget	Responsible for tracking budget in key areas of work but not setting the budget.
Key relationships	<p>Internal Teams across Services & Support, including Community Delivery and Development, Community Resources and Volunteering teams Volunteer Managers across the organisation Digital and Data teams Volunteers Other MS Society teams, including Equity, Equality, Diversity and Inclusion</p> <p>External People affected by MS Service Providers</p>
Information security and data governance	Responsibility for undertaking relevant actions and responsibilities according to the role assigned by the MS Society.

Section 5 – Key deliverables

	Measures of success
1	The Community Support team is effectively led and managed, resulting in a high-performing and motivated team culture, working effectively across a region.
2	Volunteers, groups and service providers have access to the support and resources they require to deliver effective services to the community.
3	Groups are supported to comply with MS Society policy and procedures.
4	Volunteer, volunteer manager, service provider and public enquiries are dealt with promptly and signposted effectively.
5	Volunteers are provided with wellbeing support when required, with the Community Support team using available resources.

Section 6 - Competencies

Competency	Level required (see below)	B	E	A	T
Fosters co-production	3		X		X
Open to change and innovation	2	X		X	
Sound decisions	2		X	X	
Collaborative working	2				X
Effective communication	3			X	X
Outcome focussed	3	X			X
Inclusivity	3				X

Accountability	2	X	X	X	X
Tech savvy	2	X		X	

Level	
5	Strategic – Wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	Expert/ Recognised authority – Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges. Has responsibility for managing significant resource (people, budget etc) associated with the function/activity.
3	Complex - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.
2	Enhanced - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process. Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and/or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.
1	Foundation – roles make an individual contribution to the MS Society with no process or line management responsibility. Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.

Section 7 - Learning & Development requirements

Foundation (mandatory)	
Additional internal learning/ courses required for role	

Other professional training/qualification required	
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Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)

Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview.

Requirement	Essential	Desirable	Tested*
Experience of managing volunteers, service providers or volunteer groups to meet community need and work within organisational frameworks.	x		A,I,T,P
Ability to directly lead or contribute to project work aligned with the organisational strategy.	x		A,I,T,P
Experience directly supporting volunteers and understanding the importance of the volunteer contributions. Demonstratable experience of volunteer training and upskilling.	x		A,I,T,P
A track record of successfully managing and delivering operational excellence and strategic impact in volunteering and/or a community.	x		A,I,T,P
Experience of direct line management including recruitment, training, development and wellbeing support. Evidence of successfully supporting a team through change and challenges.	x		A,I,T,P
Demonstratable experience of collecting, interpreting, and utilising data to embed change and inform continuous improvement.		x	A,I,T,P
Ability to manage budgets and contribute to financial planning and resource management.		x	A,I,T,P

*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

Section 9 – Additional Information and Requirements

Confidentiality	Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
Equality, diversity and inclusion	Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices.

	As a charity whose primary focus is to support and improve outcomes for those with a disability, we expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by those with disabilities whilst working with us.
Health & safety	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
Safeguarding	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks will not be required for this role.
Digital, data and Technology	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
Key contacts/ relationships	
Unusual specific physical/mental demands associated with the role	None
Travel requirements	Community Support Managers must be able to travel across the region they are responsible for, either by car or by public transport. You do not need to live in the region. You also need to be prepared to travel to occasional meetings across the UK and be away from home overnight, as the job reasonably demands.
Unsocial hours	As the role demands