



Job Description and Person Specification Operations Manager

Responsible to: CEO

Based in: Carlisle

Hours: 37 hours per week plus flexibility required to attend occasional meetings/undertake duties outside of core hours.

Contract Length: Fixed term June 2020 Maternity Cover, opportunity to lengthen contract based on funding performance.

Annual Leave: 20 days holiday per annum. Plus Bank holidays. An additional leave day is added every year of service up to the maximum of 25 days holiday per annum in total.

Benefits: Flexible working and Pension Scheme

Full, clean driving licence and use of a reliable car is essential

Responsibilities and main tasks: To ensure the resourcing, provision and delivery of high quality services for Carlisle Key.

Pay: £23,000 pro rata

Working with all staff, trustees and volunteers to create overall operational effectiveness across two sites, resourcing, managing and developing all the people and services. This currently includes: A drop-in centre and supported accommodation.

Please note that this job description is not a definitive list of tasks, rather it is designed to give an overview of the role. The post holder will need to use their initiative and develop the role in order to meet the aims of the Charity which is a relatively small organisation; it may be necessary at times to step beyond the areas outlined below in order to support others.

Full DBS clearance is required for this role.

Job Description

Operations Services Provision

- Ensure excellent operational procedures are fully implemented and maintained across all services.
- Create positive and co-operative communication between colleagues in all services to ensure referrals, key working, risk assessments and support planning are consistently made to a high standard and acted upon effectively.
- Oversee casework, ensure accurate records are maintained and data protection legislation is adhered to.
- Ensure effective supervision and close co-operation through regular team meetings, individual supervision, including risk monitoring and escalation when necessary
- Prepare information for and attend Multi-Agency Risk Assessment Conference Services – MARACs

People Management (staff and volunteer teams)

- Ensure services are adequately covered by well-trained, motivated and effective staff at all times, including weekends and that security is set up to cover the nightshifts.
- Ensure people are aware of and work within the organisation's aims, objectives, values, policies and procedures
- Undertake regular performance reviews and appraisals to promote positive people engagement, identify training needs and development opportunities
- To work with the Project Workers to develop areas where volunteers are able to contribute to work with Carlisle Key and ensure volunteers are effectively managed and supported.
- Advise CEO/ trustees of staffing needs, escalate serious issues and execute recruitment processes.
- Ensure knowledge and compliance at all levels. Complete annual risk assessment and monitor progress.
- Ensure all properties are maintained to required standards. Co-ordinate and monitor maintenance work within the supported housing project.
- Deal with any breaches of tenancy, including harassment, racial harassment and anti-social behaviour
- Implement HR requirements with our appointed HR Advisor

Health & Safety and Housing Management Deliverables Management Information

- Ensure the Trustees receives timely and accurate information as requested. Regular reports required in the following: Quarterly management reports: progress of services against agreed objectives.
- Liaison with Administrator to ensure all appropriate benefits are being accessed, minimise arrears/voids
- Monitor and report on performance and statistics for all partners, services and funders according to agreed formats and schedules
- Project Report for Trustee Meetings
- Evaluate Services by providing regular Outcome logs and reports.

Development Systems

- Regularly review and improve systems. Particularly look for ways to improve and promote the effectiveness of Carlisle Key services with users and external partners.

People

- Actively develop people in the service teams at all levels and promote a positive 'can do' attitude in everyone to deliver high quality services within Carlisle Keys aims and objectives
- Develop and implement systems for internal learning events
- Empower people to assist in decisions that affect their service or the organisation.

Communication

- Implement effective communication structures to assist the service users to inform the further development of Carlisle Key Services, ensuring that they are appropriately supported and empowered to contribute to decisions that affect their life, environment or service
- Facilitate communication systems that enhance the working partnerships between all services and partners.

Partnerships

- Work with CEO/ Trustees to develop effective local and national partnerships to support and enhance services.

Resources

- Continuously seek and develop opportunities for resources to meet current and emerging need for Carlisle Keys clients and services.

Qualities and Behaviours

- Ability to build effective working relationships across multiple teams both inside and outside the organisation. Be able to sustain these through sometimes complex situations.
- Service orientated. Motivated to deliver a high quality service and have the ability to enthuse others to deliver their best.
- Responsible. Have an appropriate balance between being responsive to the needs of people and managing within the framework of the organisation's objectives.
- Calm and pragmatic. This manager will need to deal with conflicting interests of resources or time so needs an ability to remain calm and retain a sense of key priorities when under pressure.
- Good problem solver and willingness to demonstrate flexibility
- Well-developed Organisational Skills and the ability to see the bigger picture.
- Forward-thinker interested in continual improvement.

Experience

- Operational management experience, gained in complex service organisation, with experience of line management preferably to include experience of working with volunteers
- Proven experience of innovation and creativity to improve quality of service
- Excellent IT skills
- Knowledge of Homelessness and delivery of services to support young people who have experienced homelessness.

- Experience and knowledge of current employment legislation would be an advantage

Values

To be successful you must be able to embody and live the values at the core of all Carlisle Keys work:

- ***Empathy & Respect***
- ***Inclusion & Equality***
- ***Support & Encouragement***
- ***Working in partnership and collaboration***

Person Specification

1. Knowledge

Knowledge and understanding of vulnerable young people with multiple and complex needs.	Essential
Educated to degree level or equivalent experience in relevant subject/discipline	Essential
Management Qualification	Desirable

2. Experience

Management experience	Essential
Experience of managing projects	Essential
Experience of setting up, implementing and managing new services, and working in partnership with other organisations.	Essential
Experience of working within budget constraints and managing resources effectively.	Essential

3. Skills

Excellent communication skills, both verbal and written.	Essential
Ability to write new policies and procedures.	Desirable
Presentation skills and willingness to present when necessary.	Essential
Ability to build long-term relationships with volunteers, staff, trustees and stakeholders and sensitively and effectively manage issues.	Essential
Excellent IT skills, including work, excel and publisher.	Essential
Ability to update social media and maintain a website (via generator)	Essential
Excellent project management and organisational skills.	Essential
Ability to support and motivate staff/volunteers so that they fulfil their roles effectively.	Essential
Excellent decision-making skills, ability to take the initiative, as part of managing a complex and varied workload.	Essential

Ability to work independently and in a team.	Essential
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4. Attributes

A passion and commitment for the work of Carlisle Key and its values, particularly with service development and growth.	Essential
A proactive attitude, drive and enthusiasm to carry out projects.	Essential
Resilience, particularly when faced with setbacks.	Essential
Ability to work under pressure.	Essential
Ability and willingness to work flexibly so as to be available for required meetings, events and to meet deadlines as required.	Essential
Ability to work within equal opportunity protocol, adhere to Carlisle Key's Safeguarding and Code of Conduct policies and meet confidentiality and GDPR requirements.	Essential

Please only apply if you can demonstrate meeting the above criteria in your application.

Using the Personal Specification, please clearly address each point.