Operations Manager

Operations Directorate

A message from our CEO, Allan Myatt



Dear Applicant,

Thank you for your interest in the post of Operations Manager within our Operations Directorate.

As an organisation, Ormiston Families has agreed that our strategy for the next 3 years is to enable children, young people and their families to feel safer, healthier and more resilient. We also recognise that we need to build the resilience of the organisation, so we are fit to meet the challenges ahead.

Over the next few months we will continue to develop the strategy identifying key objectives for the next 3 years and making necessary organisational and operational changes to enable us to deliver the strategy in the new financial year. We see the recruitment of this post as critical in helping us achieve these objectives.

I wish you the best of luck with your application.

Best regards,



Allan Myatt

Our vision

Safe, healthy, resilient families

Our mission

Enabling families in the East of England to build resilience and make choices to improve the life chances of their children

Our values

Collaborative

* Working together with families
* Building partnerships, communities and networks to support families
* Valuing each other to achieve results and improve everything we do

Compassionate

* Listening, so we can understand
* Treating people with respect
* Enabling, recognising and reinforcing achievements

Effective

* Evidencing the impact of our work with families
* Prevention and early intervention being at the heart of our work
* Building resilience to cope and recover from adversity

Ormiston Families is one of the leading charities working with children, young people and families in the East of England. We take early and preventative action to support families to be safe, healthy and resilient. All our services help people to build stronger networks, learn from experience and feel in control of their own wellbeing. We can only achieve this with the people who choose to work for us.

About the role

We are looking for a dynamic and highly motivated Operations Manager to join our team. With experience of remote management over a wide geographical area, you will lead and develop a vibrant and varied portfolio of family support services in a range of settings across the region.

About you

You will be an enthusiastic and organised individual with case and employee management experience and good knowledge of designing and developing interventions and activities to meet the needs of children, families, and young people.

This a full-time post for 35 hours per week; Starting salary £39,964 per annum, rising to £44,702.

Probationary Period

The post is subject to a probationary period of six months during which your progress will be monitored in accordance with agreed objectives.

Application Process

Applicants must send in a completed online application form; you must demonstrate that you hold the personal competencies required for the role and how you meet the relevant skills, knowledge and experience.

Ormiston Families is an equal opportunities employer. We value diversity and welcome applications from all sections of the community. We ask individuals to complete a monitoring form to help us monitor the diversity of applicants. It will be separated from your application form and will not be seen by anyone involved in recruitment to this job.

Please note: Only successful applicants will be contacted by Ormiston Families.

Job Description

Job Title: Operations Manager  
Service: Operations Directorate  
Location: Within East of England region, subject to negotiation

Job purpose:

Working within the requirements of the Strategic Plan, to lead, manage and develop a defined portfolio of high-quality services, which demonstrably improve the safety, health and resilience of children, young people, and their families.

Main Duties and Responsibilities:

1. To provide a high level of visible leadership, supervision, and line-management to a geographically dispersed team of operational managers
2. To ensure that all operational delivery is within the framework of the current Strategic Plan
3. To work collaboratively with relevant colleagues and stakeholders, including service users, to design and develop high-quality, safe and effective services, which have a demonstrably positive impact on the wellbeing and resilience of service users, and which meet any external quality requirements
4. To be operationally accountable for safeguarding matters within a defined portfolio of services
5. In conjunction with the Director of Operations and income generation colleagues, to help secure sustainable funding to enhance the scale and geographical reach of services particularly in areas of greatest need
6. To ensure that service impact and need are fully evidenced, through implementation of an agreed, consistently applied and secure monitoring and evaluation framework
7. To be responsible for overseeing and monitoring service budgets comprising diverse funding streams
8. To oversee contract compliance and funder relationships across a defined portfolio of services, supporting operational managers with the contract review and funder reporting processes, as required
9. To keep abreast of, and actively promote, best practice within a specified thematic area
10. To be the organisational lead in a specified thematic area, convening advisory groups and leading on the operational input to related bidding processes
11. To represent Ormiston Families at key professional fora and meetings
12. To implement Ormiston Families’ bi-annual service planning and evaluation process across a designated portfolio of services
13. To contribute to the ongoing review and development of professional practice policies, procedures, and guidance, and ensure these are applied appropriately across a designated portfolio of services
14. To ensure that operational managers and their teams work collaboratively within the organisation’s internal and external communications structures, upholding the organisational brand and values

Person Specification

**Relevant experience**

* Proven experience of leading and managing a geographically dispersed staff team
* Experience of both case management and employee supervision
* Experience of designing and developing interventions and activities to meet the needs of children, families and young people
* Experience of financial planning, monitoring and control of budgets.

**Skills & knowledge**

* Ability to monitor and analyse service data and evaluate service performance
* Relevant professional or vocational qualification
* Knowledge of social issues faced by children, young people and their families
* Excellent communication and presentation skills, both written and verbal, with the ability to communicate effectively with a diverse range of people
* Knowledge of leadership and management theory to enable effective service delivery and development.
* Good knowledge of current legislation, policy and practice related to work with children, young people and their families
* Good knowledge of safeguarding theory, policy, guidance and practice
* Awareness of grant bidding and tendering processes
* Good problem -solving skills with the ability to manage complex issues, sometimes under pressure
* Good understanding of equal opportunities and diversity
* Knowledge and understanding of Data Protection, including GDPR
* Competent IT user

**Personal competencies**

* A positive and resilient professional attitude
* Ability to be flexible and innovative in overcoming challenges
* Commitment to inclusion and diversity
* Proven ability to motivate staff and create positive team dynamics, if necessary within a context of ‘social distancing’ and using video technology
* Proven commitment to the principles and practice of inclusion and diversity
* Ability to travel regularly throughout the East of England region

Ormiston encourages all candidates called for interview to provide details of their criminal record at an early stage in the application process. This information can be sent under separate, confidential cover to Human Resources [hr@ormistonfamilies.org.uk](mailto:hr@ormistonfamilies.org.uk). Ormiston Families guarantees that this information will only be seen by those who need to see it as part of the recruitment process.

The post will be offered subject to satisfactory qualifications, DBS if applicable, references and a satisfactory declaration of health. The post will also be offered subject to the production of relevant documents as listed in the Immigration (Restriction on Employment) Order 2004.

The successful candidate will be asked to provide evidence of identity and qualifications.

Applications will be considered and those shortlisted for interview will be informed. If you have not heard by the interview date, we thank you in advance for your interest and ask you to assume that you have not been successful on this occasion.

Closing date for completed applications: 9am, Monday 24th August 2020

Interview date for short listed candidates: Tuesday 1st September 2020

**Any queries, please email: hr@ormistonfamilies.org.uk**

Reward & Recognition

Competitive salaries

Competitive salaries with annual cost of living increment where one is awarded.

Employee Training and Development

Commitment to the professional and career development of its employees.

Work Life Balance

High standards of flexible and family friendly employment policies; Ormiston Families is committed to ensuring employees maintain a good work life balance.

The Hive

Our communication and benefits hub where employees and volunteers keep up to date with all organisation news, share information and ideas and have access to a wide variety of shopping discounts.

**Employee Assistance Programme**

Ormiston Families provides a comprehensive employee assistance programme which offers free and confidential access to telephone and face to face counselling (up to 6 sessions), financial and legal advice and assistance in finding information about a wide range of subjects.

Wellbeing Centre

Accessed via The Hive Wellbeing Centre provides education, support and tools to help you live a healthier and happier life.

Pension Scheme

Group Personal Pension Scheme with up to 9% of gross salary employer contribution for any employee where they match the level of contribution.

Generous annual leave entitlement

27 days annual leave plus additional leave for employees who have completed 3 years’ service. (Part time employees receive a pro rata allowance according to the number of hours they work per week).

Occupational sick pay scheme

Ormiston Families operates an occupational sick pay scheme in addition to statutory sick pay.

Group Life Assurance

Ormiston Families provides a death in service benefit to all permanent employees.

Cycle to work scheme

This is offered as a “salary sacrifice” which is deducted from monthly salaries.

*All benefits are discretionary, therefore Ormiston Families have the right to change or amend benefits at any given time.*

Recruitment of Ex-offenders Policy

Ormiston Families complies fully with the Disclosure and Barring Service (DBS) Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

This policy on the recruitment of ex-offenders is made available to all Disclosure applicants at the outset of the recruitment process.

Ormiston Families is committed to the fair treatment of its employees, potential employees and users of its services regardless of race, colour, nationality, ethnic or national origin, gender, marital status or caring responsibility, sexual identity, age, physical, sensory or learning disability, mental health, political opinion, religion or belief, class, HIV status, employment status or part-time status, offending behaviour unrelated to the post or trade union activities.

Ormiston Families actively promotes equality of opportunity for all and welcomes applications from a wide range of candidates, including those with criminal records. Ormiston Families selects all candidates for interview based on the criteria drawn up for the position.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Where a Disclosure is to form part of the recruitment process, Ormiston Families encourages all applicants called for interview to provide details of their criminal record at an early stage in the application process. Ormiston Families requests that this information is sent under separate, confidential, cover to Human Resources and guarantees that this information will only be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows Ormiston Families to ask questions about a candidate’s entire criminal record only questions about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974 will be asked.

Ormiston Families will ensure that those who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. Ormiston Families will also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

Ormiston Families will ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

Ormiston Families will ensure that every subject of a DBS Disclosure is aware of the existence of the DBS Code of Practice and make a copy available on request.

Ormiston Families undertakes to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar any applicant from working with Ormiston. This will depend on the nature of the position and the circumstances and background of the offences.