



## QUEENS HALL ACTION ON POVERTY

### **JOB DESCRIPTION**

**Job Title:** Operations Director Service Delivery

**No of Posts:** 1

**Salary:** £31,546- £34,999 plus Pension and Health Benefits

**Status:** Full Time, Substantive

**Hours:** 37.5 per week

**Holidays:** 26 days plus Bank Holidays per annum (increasing after 2 year's service to max 31 days)

**Based at:** Wigan and Leigh

**Responsible to:** CEO

**Accountable to:** Queen's Hall Action on Poverty Trustees

**Closing Date:** 12 noon, Friday 29<sup>th</sup> January 2021

Possible Interview days: 3<sup>rd</sup> and 4<sup>th</sup> February 2021

**To Apply:** Please enclose your CV along with a brief overview of why you feel you are perfect for this role in no more than 500 words. Please upload your documents here : <https://hr.breathehr.com/v/operations-director-service-14501>

Please do not register at the above link until you are ready to add your documents, once registered, you cannot amend your application or add any documents.

Please apply early as we reserve the right to bring forward or extend the deadline for applications, so please get your applications in as soon as possible

## **SUMMARY**

The Brick is a growing Charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering a personal transitions service, unique to every person because every individual is at the heart of their own transition. This is an exciting opening for an exceptional leader to join the Charity in a role that will truly provide opportunities for people to make their own changes. Your role will be to enhance, integrate and develop all aspects of personal transitions services within the Charity. You will need to be as committed as we are to equip people from diverse backgrounds for self-sustaining and independent living. You will have an understanding about the need to ensure people have a safe, nurturing environment to thrive in, which is the first step into transition.

**To be successful, you will be a person who has**

- high integrity,
- commitment to organisational development, and good governance,
- excellent communication skills
- the ability to work at pace in a complex context,
- the ability to work in a team in a practical, flexible and cooperative way
- passionate about people having a right to choice
- passionate about an asset based approach to all service delivery
- a thorough background and knowledge surrounding safeguarding
- robust and in depth experience in complex issues which may prevent people from transitioning

## ***JOB PURPOSE***

The focus of the Operations Director - Service Delivery is to ensure that Service Managers are equipped to lead a team of front line workers who are working with people transitioning from homelessness. That the team create a safe, robust, welcoming service that positively engages people from streets to accommodation. A key aspect of the service is to deliver a high quality and balanced customised service to residents with the ultimate objective of placing them in suitable, good quality accommodation, that offers the opportunity to engage further. This is a high demanding role with responsibility that is both challenging and rewarding. You will be required to work at a strategic level, however you must always be willing to adapt your way of working to suit the staff and the people we work with. You will have a comprehensive understanding of safeguarding understand the importance of embedding a culture which is open, honest and transparent. You will work closely with commissioners and creating and maintaining a robust positive partnership is vital.

## ***KEY TASKS & RESPONSIBILITIES***

To be a member of the Executive Leadership Team. To deputise for the Chief Executive as required. To assist in the development and operation of a strategic plan for the Charity, and all associated projects. To develop new and innovative ways to ensure the Charity and associated projects are financially viable, operationally safe, legally and contractually compliant, and fulfilling their charitable purposes.

You will oversee the Service Managers and focus the charity's services to promote individuality through an asset way of working. You will be responsible for ensuring policies and procedures are not only in place but embedded into services. You will understand the complexities of people facing homelessness and support our staff and volunteers to work well with services and people.

People we work with; you will:

- Create and oversee a robust process to ensure safety for all residents and staff, within the accommodation settings managed by the Brick.
- Have an in depth knowledge about adult safeguarding and a clear understanding about reflective practice and how this informs future delivery and safe working practices
- Oversee a process which ensures opportunities to move into further independent living
- Work directly with other areas of the Charity promoting engagement.
- Continually seek opportunities to improve the quality and effectiveness of the services delivered and to enhance their experience; monitor the external environment and ensure that new services are developed in line with changing demographics and needs.

Accommodation; you will:

- Focus on positive outcomes for people living in our accommodation
- Manage a large budget, maximising income through arrears and voids management, and ensuring services remain within set budgets. Maximise rental income from the Brick's Accommodation
- Create opportunities to maximise staff and client involvement and co-production in all aspects of operational service delivery.
- Work with managers to deliver compliant and safe services in relation to people, buildings and performance.
- Ensure compliance with key policy and procedure in areas such as safeguarding, health and safety, equalities and diversity, data protection, code of conduct and all other statutory requirements.

## **PARTNERSHIP WORKING**

The Brick is committed to delivering Wigan Council's Deal approach and as such we are asking for applicants who adopt the 3 core behaviours being; **positive, accountable and courageous**. We are looking for innovation and creativity, The Brick is not afraid to do things differently and pilot new initiatives to trial and test new ideas.

## **GOOD PRACTICE**

*Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies.*

**The Brick is committed to promoting a diverse and inclusive workplace, which attracts all candidates and signals our commitment to celebrate and promote diversity. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of our workforce.**

**We offer a range of family friendly, inclusive employment policies, flexible working arrangements and support or staff from different backgrounds**

**Person Specification**  
***Operations Director – Service Delivery***

	Essential	Desirable	How to be achieved
Courageous, positive and dynamic able to work within a wider team with authority, accountability and openness and trust	✓		Application form and interview
Ability in providing compassionate engagement to vulnerable groups.	✓		Application form and interview
Strong communication skills – verbal and written including experience of public speaking and or the ability to give presentations, and facilitate group discussions	✓		Application form and interview
Proven track record in ensuring polices and procedures are embedded within services	✓		Application form and interview
Knowledge of health and safety requirements	✓		Application form and interview
In depth experience and knowledge regarding safeguarding legislation and practice	✓		Application form and interview
Ability to manage budgets	✓		Application form and interview
In depth and up to date knowledge of housing, benefits and welfare entitlements and housing law		✓	Application form and interview
Good understanding of temporary, emergency housing	✓		Application form and interview
Highly developed leadership, interpersonal and motivational skills with high levels of empathy and compassion	✓		Application form and interview
Demonstrable track record of leading staff and volunteers in a high pressure environment	✓		Application form and interview

Significant experience in the charitable sector, or corporate social responsibility		✓	Application form and interview
In-depth knowledge of performance management	✓		Application form and interview
In-depth knowledge of risk management	✓		Application form and interview