

Job Description

Position:	Operations Manager
Department/Service:	Core Team
Job status:	Permanent
Hours of work:	37 per week (part time or adjusted hours would be considered)
Working pattern:	Agile and Flexible working – by agreement
Leave:	25 days plus public holidays
Location:	Home and Office based – Norwich/Norfolk
Salary:	Circa £35,000 depending on experience
Application Deadline:	12pm Friday 26 November 2021
Interview date:	Friday 3 rd December 2021 (full day)

Vision statement:

Our vision is of vibrant and strong communities where everybody can live independent, safe and happy lives.

Context and purpose of the job: The Operations Manager is a senior post within the charity, with an overarching brief to ensure that all aspects of the organisation's day-to-day operations are safe, effective and sustainable.

The role will provide leadership across all areas of the charity, driving continuous improvement and maintaining high quality projects and services for our beneficiaries across Norfolk.

The Operations Manager will take a strategic view of operations, leading business development and supporting staff to deliver our ambitious plans for growth and sustainability in the years to come.

The role works closely with the CEO, senior leaders and Trustees and has significant scope for influencing the future direction and ultimate success of the charity.

Key Deliverables include:

Health & Safety: assume day to day responsibility for health and safety, providing leadership and ensuring that arrangements are in place to protect the health, safety and welfare of everybody affected by the charity's activity.

People: lead the charity's People Strategy; driving a culture of high performance through the development of an empowered, skilled, and well managed workforce.

Operational Management: take a strategic view of the charity's operations, ensuring all aspects of activity are well planned, safe, and effective in delivering positive outcomes for the charity's beneficiaries.

Regulatory Compliance and Quality: champion continuous improvement to ensure the charity's operations consistently meet or exceed regulatory and statutory requirements, are of the highest quality, and are underpinned by robust, forward thinking policies, procedures and arrangements.

Business Development: develop and implement funding and income strategies to support the continued growth and evolution of the charity's services and the sustainability of the charity as a whole.

Personal Profile: As an experienced Operations Manager you will be a visible leader with an exceptional drive to add value to every aspect of your own - and the organisation's work.

You will demonstrate person-centred values and will understand the importance of culture; you will display a relentless ambition to improve and to develop and model good practice for others. You will have highly developed communication skills and strong people management skills to support this.

Ideally you will have experience working in a management role within a charity, social enterprise or other socially-benefitting organisation and will demonstrate a strong understanding of the sector, funding environment, and the communities which Future Projects serves. You will have excellent business development skills - having led the sustainable growth of services through strategic planning, funding and income generation, and partnership development. You will recognise the value of relationships in advancing the charity's aims and will be highly personable.

You will be a strategic thinker and strong planner with exceptional attention to detail. You will be a problem solver who is comfortable leading excellence in quality and regulatory compliance across different teams and delivery strands. You will be adept at working to deadlines under pressure, managing conflicting priorities; you will display a calm and measured approach which gives confidence to others.

Finally, you will be keen to innovate and find new and improved ways of working/delivering services which set the charity aside from its peers and provide improved outcomes and efficiencies.

About Future Projects: Future Projects is a registered charity which was founded in 2000 by two volunteers who had become increasingly frustrated at the social exclusion, poverty, and lack of support available in their local community. They recognised that the issues people faced on their local housing estate in Norwich – one of the most deprived in the U.K. – could not be resolved by simply addressing one problem at a time in isolation. So they set about working with the local community to understand their needs and ambitions, and developed projects in youth work, education, media and advice along the way.

Today, we aim to help people in difficult situations build in their strengths and capabilities, and to develop the skills confidence and resilience to take control and transform their lives. We do this by providing high quality services in the community which promote education, health & wellbeing, skills, employment and improved life chances.

Our current projects and services are organised in three distinct departments as set out below.



Creating brighter futures throughout Norfolk



A collection of specialist support services which help those most in need through hands-on support, advice and advocacy.



A specialist independent school which engages children with complex needs in learning, inspiring them to achieve and nurturing them to become successful adults.



A radio station which engages the community, builds skills and provides opportunities through great music, conversation and people.

Detailed duties and responsibilities:

Health & Safety:

Key Deliverable: assume day to day responsibility for health and safety, providing leadership and ensuring that arrangements are in place to protect the health, safety and welfare of everybody affected by the charity's activity

- Ensure the organisation meets its statutory obligations in all areas pertaining to health, safety and welfare at work, including statutory training and reporting
- Maintain a healthy and safe working environment, ensuring that risks are assessed and managed effectively across all services and activities
- Ensure that staff, service users and other third parties receive suitable information, training, instruction and supervision to maintain their health, safety and wellbeing
- Ensure that advice is sought from competent persons on legal requirements for health and safety, and on current best practice, and incorporate these into safety planning and management arrangements
- Promote a safe, legal and healthy culture across the organisation where safeguarding is everybody's responsibility and all adults are safe from harm, fear of abuse, neglect or exploitation
- Monitor the health and safety performance of the organisation, verify that policies and procedures are effectively implemented and that standards are being maintained and progressively improved
- Report to the CEO and Trustees on matters relating to Health & Safety

People:

Key Deliverable: lead the charity's People Strategy; driving a culture of high performance through the development of an empowered, skilled, and well managed workforce

- Ensure that all of the organisation's HR and employment-based activity complies with best practice and regulatory/statutory requirements at all times – including all employment law
- Develop the charity's People Strategy to attract, empower and retain the best employees throughout the charity's services
- Develop and implement HR-related systems, processes, policies and procedures and monitor the organisation's performance to ensure that standards are maintained and progressively improved
- With support from the charity's HR advisors, provide support and guidance to Managers in day to day HR matters
- Contribute to the safe and effective recruitment, induction and training of senior employees and act as the organisational lead for recruitment activity
- Support the senior management team and line managers to develop a culture of excellence across the organisation, ensuring that staff training, and management arrangements are robust and effective

Operational Management

Key Deliverable: take a strategic view of the charity's operations, ensuring all aspects of activity are well planned, safe, and effective in delivering positive outcomes for the charity's beneficiaries

- Contribute to the charity's business planning activity, ensuring it has the human, material and financial resources to maintain stable and effective operations
- Assume project management responsibility for a portfolio of projects or services from time to time, directing staff/volunteers, overseeing delivery and liaising with funders/stakeholders. Such services currently include:
 - Future Radio
 - CHANCES Employment Support Project
- Manage the operational performance of these services, ensuring they deliver their intended outcomes, on time, and within budget in accordance with contract/grant agreements or project plans
- Provide operational support and leadership to Managers and staff, ensuring there is a clear and consistent focus on delivering effective and impactful services.

- Ensure that complaints are dealt with appropriately and that service user feedback is collated and evaluated to inform operations

Regulatory Compliance and Quality:

Key Deliverable: Champion continuous improvement to ensure the charity's operations consistently meet or exceed regulatory and statutory requirements, are of the highest quality, and are underpinned by robust, forward thinking policies, procedures and arrangements.

- Establish systems which can be used across the charity to measure performance and monitor outcomes
- Use performance data and monitoring information to deliver efficiencies and improvement across services and to inform decisions at senior management and board level
- Identify risks to quality of provision and take action to address these, following up to ensure recommendations are implemented and improvements made
- Keep abreast of developments in the sector, advising colleagues of changes to legislation, regulatory requirements, best practice, or other factors affecting the charity's operations
- Work with Managers to ensure that employees receive relevant and up to date training in areas relevant to their work (including organisational policy), and that systems of continuing professional development are in place to equip staff with the skills and knowledge to deliver excellence
- Ensure that the charity has in place all the relevant policies and procedures to support its operations, and ensure these are regularly and robustly reviewed and implemented accordingly across the organisation

Business Development:

Key Deliverable: Develop and implement funding and income strategies to support the continued growth and evolution of the charity's services and the sustainability of the charity as a whole.

- Work closely with the Fundraising and Marketing Officer to ensure funding and income strategies are forward thinking, with a well-planned pipeline of opportunities and activity
- Oversee funding and bid development processes, contributing to the development of high-quality proposals to maintain and grow existing services and bring new services to maturity
- Take a measured approach to risk management, ensuring that all proposals have strong business plans and are of strategic, operational, and financial benefit to the charity
- Develop and maintain relationships with funders, commissioners and stakeholders to build the reputation of the charity and to identify and develop growth opportunities
- Lead on contact management arrangements, monitoring performance and reporting to relevant parties as required
- Use performance data and reports to inform business planning and service development
- Explore income diversification opportunities including tenders, community fundraising, giving, and commercial activity.
- Provide reports on business development activity and service performance to the CEO, Trustees, funders and stakeholders as required

Other duties

- Work alongside the CEO to support the Governance of the charity, including preparing and presenting materials and reports for the board of trustees and other stakeholders
- Work with Trustees, the senior management team, staff and stakeholders to develop and deliver the organisation's strategy
- Undertake such other duties as may lie within the scope and nature of this post and as may be required

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.

Job environment: significant flexibility in working patterns and hours will be afforded, however the majority of the post's working time will be during ordinary office hours, with a mix of home and community working and in-office presence. This includes regular visits to the charity's premises and bases of operation across Norfolk. On occasions there will be a need for evening and weekend work subject to the needs of the charity.

Supervision: The post holder will report directly to the CEO and will be subject to regular performance reviews and support sessions.

Line Management Responsibility: The post is responsible for the line management of the Fundraising and Marketing Officer, Future Radio staff and the CHANCES employment support project team, to include induction, support and supervision and day to day management of c10 posts.

Health and Safety/Safeguarding: The post holder must comply with policies and procedures relating to health and safety, security, confidentiality, data protection, vulnerable adults and safeguarding children, and preventing extremism and radicalisation; and report all concerns or disclosures to the appropriate person.

Future Projects is committed to safeguarding children and vulnerable adults and expects all staff and volunteers to share that commitment. Our primary concern is always the safety and wellbeing of children and vulnerable adults.

- The Charity's Designated Safeguarding Lead for Children is: Jane MacLennan– Deputy Head Teacher at Future Education: j.maclennan@futureeducation.org.uk 01603 251 310
- The Charity's Designated Safeguarding Lead for Vulnerable Adults is: Andrew Morter – Head of Operations: a.morter@futureprojects.org.uk 01603 250 505

Future Projects will provide a programme of induction and training to include Health & Safety and Safeguarding, and will make external training available as required.

Equalities: The post holder must be aware of, support and promote equality and diversity in all its forms, and ensure that clients have equality of access to the services on offer. In the context of this role, this includes being mindful of audiences' access requirements to information, facilities and services and making reasonable adjustments where appropriate.

Future Projects is an equal opportunities employer, a Living Wage employer, and a Disability Confident employer; more information available on request.

Pre-employment checks: Employment will be subject to satisfactory pre-employment checks such as right to work in the UK and enhanced checks from the Disclosure and Barring Service. Please see the application form for guidance.

Application Guidance

When completing your application form, please refer directly to the **Context and Purpose of the Job** and **Personal Profile** sections of the job description.

Please include relevant details of your training, experience, knowledge and skills in relation to these sections. Applications will be shortlisted for interview on the basis of this.