**Job Description and Person Specification**

**OPERATIONS MANAGER**

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| **Remit** |
| The Operations Manager’s role is to support the Chief Executive Officer (CEO), by managing all operational aspects of Trust in Fife (hereinafter the Trust) so that it achieves its objective of supporting homeless people, those who may be threatened with homelessness and disadvantaged people and in so doing meets its contractual obligations, financial commitments and regulatory requirements. To support the CEO in the strategic management necessary to sustain the Trust as a successful charitable enterprise within the voluntary sector.  |

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| **Accountable to:** | CEO |
| **Responsibility for staff:** | Direct Line Management of:* Senior Housing Consultants
* Retail Supervisor
* Van Driver/Handyman

General responsibility for all staff. |

*The Operations Manager must carry out their duties with full regard to Trust in Fife’s Equal Opportunities Policy.*

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| **Personal Qualities**The ideal candidate must be able to meet the statutory requirements of the fit and proper person test while exercising reasonable care, skill, and diligence, always acting in the Trust's best interests. Responsibilities include assisting with creation and review of the Trust’s strategic objectives and policies, monitoring progress, and overseeing operational management, seeking guidance from the CEO when necessary. Sensitivity to the diverse lifestyles of individuals based on "Protected Characteristics" is essential. Adaptability to a changing environment and evolving service needs is crucial, as is being trustworthy and discreet in operational roles. Promoting the Trust's work to the public and stakeholders, representing the Trust as needed, and adhering to the practices of the Scottish Social Services Council (SSSC) and the Care Inspectorate are key duties. The candidate will be the registered person for the organisation, ensuring timely reporting of incidents and serving as the main contact for out-of-hours requirements. |

**Job Description**

**Main Duties**

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| Company Management* To oversee the efficient day to day running of full, comprehensive services and to ensure the smooth running of back office teams.
* In conjunction with the Senior Housing Consultants, to ensure that all HR/practice issues, which effect the day to day running of the Trust, are effectively responded to and recorded appropriately.
* To ensure that the Trust complies with all Health & Safety legislation, including risk assessments, and to participate in, and ensure the company meets, its regulatory requirements.
* To ensure the implementation of the day to day Health & Safety requirements of the company.
* To oversee the cover requirements of the Housing Support staff rota.
* Take part in escalation service for on call within Housing Support service.
* Be a named contact for emergency alarm services.
* To oversee the gathering and recording of all Quality Assurance requirements pertaining to services.
* To take a lead role in the facilitation and management of student placements.
* To take a lead role in overseeing the management of the Cairn Centre retail outlet.
* In conjunction with the Senior Housing Consultants, to ensure all issues/complaints/incidents are addressed appropriately, and within agreed timescales, and to have specific responsibility for dealing with any appeals to a higher authority.
* In conjunction with Admin staff, to facilitate any need for IT concerns to be addressed and to be the main contact person for any IT related issues.
* To have a knowledge of the financial management of the Trust; in so doing, to have the ability to substitute for the CEO if required.
* In conjunction with Admin staff, to facilitate the undertaking of any major repair work required.
* To assist the CEO with the recruitment and induction of Board Members/Directors of the Trust.
* To attend bi-monthly board meetings.
* To assist in the gathering of relevant information and advice to enable the Trust to formulate policies and to ensure that they are implemented.
* To assist with the creation of an operational plan for the Trust, in co-operation with the CEO, when introducing any necessary business changes and to ensure that the plan is achieved.
* To assist the CEO to create a nominal three year rolling strategic/business plan, in co-operation with the Senior Housing Consultants, to reflect changes in client needs, sponsor requirements, the financial position and the Trust’s objectives.
* To ensure all data protection (GDPR) requirements and legislative requirements are met.

Personnel Management* To provide management support and effective leadership to all members of staff.
* To oversee the recruitment and induction of staff.
* Management of inhouse training systems.
* To motivate staff and ensure that they remain committed to achieving the overall aims of the Trust.
* To ensure that staff receive regular supervision/appraisal and that agreed training and development needs are met.
* To oversee the management and monitoring of staff absence.
* To take a lead role in ensuring that line managed staff receive regular supervision/appraisal and that agreed training and development needs are met.
* To record line managed staff absence and conduct Back to Work interviews, recording appropriately.
* To record line managed staff’s annual leave appropriately.
* To take an active role in ensuring the dissemination of information between management and staff.
* In conjunction with the Senior Housing Consultants, to identify required training and to deliver in-house training to staff as required.
* To promote effective teamwork and communication, including the development of digital communication throughout the organisation.

Public Relations and Marketing* To actively promote the organisation within the homeless, housing, and other relevant sectors.
* To actively seek opportunities for organisational growth.
* To represent the organisation at a national and regional level, including active involvement in local homeless discussion forums.
* To ensure effective communication with all interested parties and partners.

General* To ensure the promotion of Equal Opportunities and Anti-Discriminatory practice in all areas of work.
* To work within the Trust’s policies and procedures.
* To keep up to date with current housing and other relevant legislation and developments in the housing, homelessness, voluntary and statutory sectors.
* To keep up to date with any and all political, environmental, and financial developments pertaining to the Trust.
* To attend team meetings and supervision where required.
* To undertake training courses as requested by management.
* To work flexibly, and co-operatively, so carrying out any other duties as, and when, required by the CEO.
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**Contingencies**

It is in the nature of the work of the Trust that tasks and responsibilities are, in many circumstances, unpredictable and varied. The Operations Manager is expected to work flexibly in the best interests of the Trust when tasks, which are not specifically identified in this document, have to be undertaken,

In situations where other members of staff are absent or where unplanned circumstances threaten the work of the Trust, the Operations Manager will assist in taking action to ensure that services are maintained.

**Person Specification – Operations Manager**

**Introduction**

This person specification has been drafted to provide a clear and consistent method of selecting candidates for this post. It identifies the key skills, abilities, and attributes which a successful applicant will demonstrate. Candidates applying for this post will need to demonstrate they possess the required knowledge and have experience of successfully applying their skills.

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| **Attribute** | **Essential** | **Desirable** |
| **Education / Qualifications****(Application form)** | Educated to SVQ IV or higher in Housing or Social CareSVQ IV Registered Manager (or equivalent) in an appropriate discipline that meets SSSC registration requirementsIOSH Managing Safety certificate | A Management qualification equivalent to a Diploma in Management Studies or higherA relevant qualification in the Social Work or Community Education field |
| **Experience****(Application form and interview)** | Experience of working within a housing and homeless settingExperience in managing staff teams |  |
| **Knowledge** **(Application form and interview)** | Knowledge of Health & Safety law as it affects employers and employeesKnowledge of Employment law as it affects employers and employeesKnowledge of issues surrounding homelessness and relevant knowledge of housing and charity lawKnowledge of the private rented housing sector | Knowledge and understanding of the voluntary sector |
| **Skills****(Application form and interview)** | Ability to communicate with a wide range of people orally and in writingAbility to enact, maintain and progress effective relationships with key stakeholders Ability to promote the organisation with external stakeholders Good time management skills, ability to work under pressure, to meet deadlines and to prioritise and organise workloadAbility to facilitate effective team workingAbility to adapt quickly within a multi-faceted role.Knowledge and experience of using Microsoft Office software |  |
| **Attitude** **(Interview)** | Commitment to the aims of the organisationA commitment to the policies and procedures in place within the organisationWillingness to undertake continual professional development |  |
| **Personal Circumstances****(Application)** | Appropriate Disclosure Scotland/PVG returnAbility to fulfil all requirements of a Fit and Proper Person TestWillingness and ability to undertake work outside of core working hoursFull driving licence |  |