

**Head of Operations**

**Job Description**

**Salary:** £**35,000 - £40,000 per annum** Salary subject to current job evaluation process scheduled for completion in late summer.

**Working Hours:** 30 hours per week

**Leave:** 33 days (pro rata, inclusive of bank holidays)

**Location:** Pritchard Street, Bristol

**We offer:** Flexible working; 5% workplace pension

**Responsible to:** Assistant Director

**Who we are**

Caring in Bristol’s vision is creating a city empowered to solve homelessness. We work in imaginative and creative ways with people experiencing or a risk of homelessness, with the public and with community partners to bring about lasting change in Bristol and beyond.

We are small yet highly ambitious and have significantly expanded our reach over the last three years to fund the work we’re passionate about in our city. COVID-19 has transformed the strategies needed to support people at risk of or experiencing homelessness in Bristol, pushing many into precarious housing situations and creating large numbers of newly housed people that could fall back into homelessness.

This is a critical moment to reshape how people experiencing homelessness are supported and Caring in Bristol have developed a strategy and new services to respond. We can be the first city in the UK that solves homelessness, if the right resources can be found and the right partnerships created.

As a result of our recent growth, we now require additional senior management resource to support our operational work, which includes a diverse mix of homelessness crisis and prevention projects. You will help to ensure that we create, develop and maintain quality services which meet our strategic directives and make a meaningful difference to the lives of our beneficiaries. Almost all of our projects are co-delivered by dedicated community volunteers, they are integral and key to our work.

**Our values**

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| ***Collaboration***  We learn, share and work with everyone in our community to create services that best meet need. Our beneficiaries inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact. | ***People first***  We value human relations, and the strengths people have and are committed to positive change and development in everyone. We will take positive risks with people. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our beneficiaries. We are inclusive and celebrate diversity. | ***Focus on the end goal***  We work with our beneficiaries and volunteers to achieve their ambitions. We are here to make ourselves no longer needed and want Bristol to be the first major city to end homelessness. |

**About the role**

As our new Head of Operations, you will report directly to the charity Assistant Director and share responsibility with them for the operational management of the charity’s projects and the implementation of its strategy. The role’s primary function will be overseeing the day-to-day management of the charity’s projects, providing direct line management responsibility for the operational managers.

This role will form part of the leadership team and will work closely with them to ensure that the strategic aims of the organisation are delivered in a manner that fits with Caring in Bristol’s culture and ethos. The role will be responsible for providing the Charity Director and Trustee Board with timely and relevant information to inform decision-making, measure performance and facilitate delivery of the strategic goals of the organisation**.**

In partnership with the Assistant Director, the role will be responsible for managing our day-to-day operational work, including developing and improving the quality of services in our line with our organisational strategy, and developing and implementing policies and procedures that support the delivery of services for the charity. A key focus of the role will be building best practice into our projects and helping to develop evidence which will increase the impact of our work.

You will be an ambassador for the charity, confidently representing Caring in Bristol to partners, funders and other stakeholders. In particular, you will work collaboratively with staff in the Income Generation Team to help identify and secure funding income to ensure the sustainability of our projects.

**Diversity**

We are committed to increasing diversity of staff within Caring in Bristol and within the Charity Sector as a whole.

We especially welcome applications from people with lived experience of homelessness. Black, Asian and ethnic minority candidates are particularly encouraged to apply for these roles. We welcome applications from everyone who meets the requirements of the Person Specifications. We encourage applications from all gender identities and sexual orientations; we are committed to equal opportunity, equal treatment and respect for every individual. If you have special access requirements, please do let us know.

We offer, and value, flexible working. As a charity we are proud to be committed to mental health awareness and to actively supporting the wellbeing of the team.

**How to apply**

To apply, please submit a completed application form to [recruitment@caringinbristol.org.uk](mailto:recruitment@caringinbristol.org.uk) with the subject line: *Your Name* – *Head of Operations*

**What we’re looking for**

* **A capable, experienced and motivated senior projects manager.** You’ll have a proven track record of setting up quality new projects and successfully delivering/developing them. You are a competent and flexible individual who embraces change and remains calm under pressure.
* **An excellent communicator and influencer.** You are a confident communicator both written and verbal, with the ability to listen well and tailor your approach to create rapport and influence. You understand the importance of building relationships.
* **An exceptional line manager.** You will have experience of managing and motivating teams, you will have a positive attitude and lead by example. The motivation and wellbeing of your wider staff teams will be a priority.
* **A creative, strategic and pragmatic thinker.** You will have innovative ideas and be resourceful in bringing them to fruition. You will be a problem solver who understands the bigger picture.

**Key tasks**

**Management:**

* + To provide inspiration and strong/clear leadership for the operational managers and the wider staff team they interact with, promoting a positive and supportive environment to work in.
  + To develop and oversee a system of regular team meeting structures and team development in operational services in order to develop best practice and promote the charity’s aims and strategy.
  + To establish annual team plans per project in order to achieve the highest level of performance, quality and service user satisfaction.
  + To ensure all policies, procedures and protocols are in place and reviewed on a regular basis as required by good practice and funders’ targets.
  + To oversee the delivery of successful projects ensuring that all funder requirements are met, project targets are achieved, and projects are delivered within budget.
  + To act as the designated safeguarding lead for Caring in Bristol.

**Back Office and Core Operations:**

* To work with the Assistant Director to deliver and secure effective HR and recruitment processes.
* To support and contribute to the work of the charity’s Income Generation team.
* To oversee the creation and management of annual budgets for all projects.

**Strategy and Leadership:**

* To ensure monitoring, evaluation, reporting and consultation processes are in place and delivered to the Assistant Director, Trustees and partner agencies, as appropriate, in a timely manner for all projects.
* To be an engaged and collaborative member of the leadership team.
* To effectively embody the culture and values of the charity and to work to ensure this is embedded across the organisation.
* To work with the Assistant Director to seek opportunities for future development, in line with the charity’s strategy.

**Other Responsibilities:**

* Promote the aims and objectives of the Charity and present a positive image of it through good public relations, communications with visitors, young people, guests, people who use our services and the local community.
* To follow organisational policies and procedures and observe the Code of Conduct.
* To actively participate in and attend supervisions, annual appraisal processes and identified training.
* To actively support our general fundraising, social media and marketing.

**Essential skills**

* Significant experience of creating, managing and delivering projects and of working in a pressured environment with multiple demands and considerations.
* A proven track-record of line managing staff teams well, with a solid understanding of HR processes.
* Experience of working on projects that are co-delivered by volunteers.
* A robust knowledge of safeguarding principles and protocols.
* An understanding of the importance of data and evidence, confident about monitoring and evaluation processes with the ability to create quality reports.
* An understanding of and sympathy for the causes and effects of homelessness.
* A positive, collaborative management style which seeks to empower others.
* Creativity, innovation and resourcefulness.
* A commitment to continuous improvement.
* An excellent communicator both written and verbally with an eye for detail.
* A passion to change Bristol for the better.