



<b>Role Profile for:</b>	<b>Operations Manager</b>
<b>Salary</b>	£33,547 pro-rata
<b>Hours</b>	28 per week
<b>Location</b>	Edinburgh
<b>Length of post</b>	This post is funded by the Scottish Government until 30 June 2019, with an extension confirmed in principle to 30 June 2020.
<b>Responsible to</b>	Centre Director
<b>Benefits</b>	<ul style="list-style-type: none"><li>• <u>Holiday entitlement:</u> 25 days annual leave; 10 days public holiday (pro-rata)</li><li>• <u>Pension Entitlement:</u> Employer contribution at 8% to Pensions Trust Flexible Retirement Scheme</li></ul>
<b>Supervision &amp; Training</b>	<ul style="list-style-type: none"><li>• <u>Supervision:</u> Internal supervision provided every 4 - 6 weeks. External clinical supervision provided at a frequency agreed with your line manager.</li><li>• <u>Training:</u> Standard training budget (£600 pro- rata) applies to this post.</li></ul>

## JOB DESCRIPTION

<b>Role purpose</b>	<p>The Operational Manager has overall responsibility for ensuring survivors of sexual violence in Edinburgh and the Lothians aged 12 and over receive high quality, trauma-informed, survivor-centred support in line with the National Rape Crisis Service Standards, and that frontline staff at ERCC are well supported to do their work.</p> <p>The post-holder will work with the Centre Director in implementing the key elements of ERCC's service delivery plan through primarily being focused on:</p> <ul style="list-style-type: none"><li>• Owning and having overall line management responsibility for all front-line service delivery staff and teams as per the ERCC organisation structure and demonstrating high quality leadership and management to all members of that team, directly and indirectly as required;</li><li>• Ensuring all processes and elements of operational service delivery are managed and implemented for the benefit of</li></ul>
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	<p>our service users to the highest levels;</p> <ul style="list-style-type: none"> <li>• Ensuring a trauma-informed approach shapes and informs ERCC service design and operational delivery, and that staff well-being is at the heart of this approach.</li> </ul> <p>The post-holder will work alongside ERCC's senior management team to contribute to the operational and strategic leadership of the organisation.</p>
<p><b>Key Accountabilities</b></p>	<p>The key accountabilities of this role are about <b>front-line people and operational management and responsibility</b> for all aspects of the ERCC service delivery model including:</p> <ul style="list-style-type: none"> <li>• <b>Front-line direct and indirect people management</b> <ul style="list-style-type: none"> <li>○ This role will have direct people line management responsibility for up to 8 direct reports, which will entail all key people tasks including providing support and supervision, ensuring all service delivery processes and projects they and the team are responsible for are being delivered to plan and target, facilitating annual performance reviews and ensuring all HR-related tasks and processes are being managed in a compliant manner.</li> <li>○ This role will also have indirect line management responsibility (through its team of senior support workers) of 14 staff members and 16 volunteers, where they will need to ensure all the staff are receiving all elements of HR-related tasks assigned as per the previous bullet.</li> </ul> </li> <li>• <b>Operational implementation of all ERCC service delivery projects and plan</b> (through self and the team) <ul style="list-style-type: none"> <li>○ It is up to the Operational Manager to ensure all projects and services in ERCC's Service Delivery plan running effectively and performing well and to be fully conversant with all this entails. They will also be expected to operate across the various aspects below, as it pertains to the ERCC Service Delivery Plan, including, but not limited to: <ul style="list-style-type: none"> <li>▪ Ensuring all compliance elements of projects and services, as stated in their plans are adhered to;</li> <li>▪ Working with the Centre Director to deliver against priorities where required through</li> </ul> </li> </ul> </li> </ul>

	<p>taking part in regular meetings to assess need and demand on the service and how best to address this;</p> <ul style="list-style-type: none"> <li>▪ Support staff to develop and share their practice through regular practice meetings;</li> <li>▪ Ensuring all staff comply with all relevant legislation, policies and procedures including Child and Adult protection, lone working and other procedures as set out in the staff handbook;</li> <li>▪ Ensuring all staff keep effective records and complete monitoring information in a timely manner as related to compliance;</li> <li>▪ Provide any operational information and/or support as required in relation to any finance matters where possible, especially contributing to funding and Board reports as required;</li> <li>▪ Provide any support as may be required to any of the ERCC board sub committees.</li> </ul> <ul style="list-style-type: none"> <li>• Other key elements of this role relate to self-leadership and managing self: <ul style="list-style-type: none"> <li>○ Modelling a resilient approach to working in the service demonstrating the importance of self-care and boundary setting;</li> <li>○ Using appropriate workload management techniques and ensure work is delegated effectively to staff.</li> </ul> </li> <li>• Any other relevant, appropriate tasks as identified by the Centre Director.</li> </ul>
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## PERSON SPECIFICATION

KEY COMPETENCIES	Essential	Desirable
<p><b>Understanding of issues related to sexual violence</b></p>	<ul style="list-style-type: none"> <li>• Able to articulate a feminist analysis of gender inequality and sexual violence.</li> <li>• Understanding of the gendered dynamics and broad ranging of impacts of sexual violence, including rape, sexual assault, child sexual abuse and commercial sexual exploitation.</li> <li>• Able to articulate a trauma-informed approach, including in relation to complex trauma.</li> <li>• Experience of providing individual counselling and/or support for survivors of sexual violence using a trauma-informed and survivor-centred approach.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to demonstrate a commitment to tackling men's violence against women and children.</li> <li>• Qualification in counselling/psychotherapy at diploma level or above.</li> <li>• Knowledge of the criminal justice system, including reporting to the police and the legal system.</li> </ul>
<p><b>Management and leadership</b></p>	<ul style="list-style-type: none"> <li>• Demonstrable experience of managing and supervising staff and/or volunteers providing frontline support to people affected by trauma.</li> <li>• Clear understanding of management, leadership and supporting frontline staff.</li> <li>• Experience in, and knowledge of service planning and development</li> <li>• Demonstrates a resilient approach, adopting and modelling strategies for managing workload, maintaining appropriate boundaries and promoting self-care.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant management qualification e.g. SVQ 4 Leadership and Management for Care Services (LMCS).</li> <li>• Experience of promoting and sustaining volunteering within an organisation.</li> <li>• Experience of writing funding applications.</li> </ul>

## PERSON SPECIFICATION

KEY COMPETENCIES	Essential	Desirable
<b>Working with others</b>	<ul style="list-style-type: none"> <li>• Ability to work collaboratively with key stakeholders to represent and promote ERCC and improve responses to survivors or sexual violence.</li> <li>• Ability to work effectively as part of a team, and provide leadership when required.</li> <li>• Experience of chairing meetings and/or facilitating working groups.</li> </ul>	
<b>Working effectively and safely</b>	<ul style="list-style-type: none"> <li>• Ability to work according to relevant legislation, policy and procedures in support work, and to ensure others work in accordance with these.</li> <li>• Understanding of relevant legislation (vulnerable adults, child protection, sexual offences, adults with incapacity).</li> <li>• Clear commitment to equality and diversity, and anti-discriminatory practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant training in these legislative areas.</li> </ul>
<b>Recording, reporting, monitoring and evaluating</b>	<ul style="list-style-type: none"> <li>• Ability to ensure effective operation of systems for recording and reporting in relation to service delivery, in accordance with ERCC data protection policies.</li> <li>• Knowledge of relevant monitoring and evaluation systems and commitment to ensuring their effective operation.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of writing funding reports.</li> </ul>

**PERSON SPECIFICATION**

<b>KEY COMPETENCIES</b>	<b>Essential</b>	<b>Desirable</b>
<b>Using IT and systems</b>	<ul style="list-style-type: none"><li>• Competent Microsoft user (Outlook, Excel, Powerpoint and Word).</li></ul>	<ul style="list-style-type: none"><li>• Familiarity with using online case management/ outcomes recording systems (e.g. OASIS, I-ROC, Better Futures etc)</li></ul>