**Job Application Pack**

**The Prentice Centre**

**1 Granton Mains Avenue**

**Edinburgh**

**EH 4 4GA**

**Phone Number: - 0131 315 3130**

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| **Post Title** | Operations Manager (flexible part time)  (4 days equivalent to 28 hours) |
| **Location** | The Prentice Centre |
| **Salary** | £ 25,000 – £35,000 |
| **Reports to** | The Board of North West Carers Centre |
| **Responsible for** | Responsible for overseeing the organisation’s operations, development and day to day running of the service to meet the identified needs of Carers and the cared for person. |
| **Closing date for Applications** | **Monday 22 July 2019** |

**How to apply**

Please send a covering letter and CV to [vicky@nwcarers.org.uk](mailto:vicky@nwcarers.org.uk) or by post to

North West Carers Centre, The Prentice Centre, 1 Granton Mains Avenue,

Edinburgh EH4 4GA, Tel: 0131 315 3130.

Successful applicants will be invited for interview during week commencing 5 August 2019

**JOB PROFILE**

**Please note this job profile sets out the main responsibilities of the post at September 2015. Duties may vary from time to time without changing the general character of the duties and responsibility of the post.**

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| **Job Purpose** | * To work in partnership with the public sector, other voluntary organisations and private sector to build good relationships with all stakeholders to ensure the provision and delivery of a range of high quality services that meet the needs of adult and young carers, who reside within the locality. * To work with the Board to create the business strategy, plans and policies * To ensure the smooth running of the systems, administrative processes and work plans to achieve the business outcomes * To be responsible to the Board for income generation in line with the financial strategy * To provide professional leadership * To oversee the work routines of staff and volunteers for the purpose of ensuring the most efficient use of resources * To be responsible for the health and safety of staff, volunteers, carers and visitors * To be responsible for human resources, financial awareness and all relevant legal and regulatory requirements * To be responsible for the promotion and implementation of a culture of customer care. * To enable the service to move towards becoming a regulated service. |

**North West Carers Centre Key Competencies**

1. Strategy and Planning
2. Leadership and Management
3. Working with Others
4. Customer Care
5. Change Management
6. Performance, Quality Assurance and Evaluation

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| **Key Competencies** | **Key Tasks and Responsibilities** |
| **Strategy and Planning** | * To contribute to the Business Strategy, policies, procedures and action plans * To work with the Financial Strategy Group to develop a financial plan, which identifies opportunities to apply for grants to statutory agencies, trust funds and to develop new opportunities for income generation. * To work with the Treasurer and Business Support Assistant to assist with the preparation of the financial plan, budget, and accounts * To work with the Treasurer and Business Support Assistant on the preparation of reports to Board meetings to assist the Directors to monitor the budget, cash flow & expenditure on the financial activity & to alert them to any potential deviations from the plan. * To support staff and volunteers to do their job effectively, through safer recruitment practice, induction, regular review of Learning and Development needs and performance management |
| **Leadership and Management** | * To keep up to date with legal, regulatory, professional and practice developments and to cascade these to staff, volunteers and the Board * To manage staff and their workload through the provision of support, planned supervision and guidance * To ensure an ongoing review of policies e.g. Health & Safety, Protection and People Management * Ensure that risk assessment and risk management are central to achieving both service & carer outcomes. |
| **Working with Others** | * Work in collaboration with Health, Education, Police, Social Service, voluntary and/or private partner/stakeholders * To network with key agencies to enhance and improve the quality of existing services and facilitate new initiatives * To develop positive relationships and links with existing and potential funders * Participate in multi-agency meetings as required |
| **Customer Care** | * To ensure the effective delivery of high quality and professional service * To promote the interests of carers in terms of rights, opportunities, culture and diversity * To work directly with Carers to identify their needs and match with available resources * To involve Carers in the development, design and operation of services |
| **Change Management** | * To seek out opportunities to keep up to date with changes in legislation * To ensure that the services offered address the impact the above may have on Carers |
| **Performance, Quality Assurance & Evaluation** | * Provide written reports to the Board and other Stakeholders as required * To provide regular performance reports on the programmes and activities * Undertake annual Carer, staff and volunteer surveys * Improve outcomes for carers through the provision of a range of outcome focussed services * To undertake the task of Data Controller with the Information Commissioners Office |

**Person Specification**

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| **Attributes** | **Essential** | **Desirable** | **Assessment** |
| **Experience** | * Experience in a relevant setting which may be personal, professional or a voluntary capacity * Knowledge & understanding of Child & Adult Protection Guidelines & Information sharing protocols | * Experience of Outcomes focused working * Experience of multi-disciplinary working & liaison with a range of agencies | Application Form  Interview  References |
| **Education and Qualifications and Training** | * A management qualification SCQF Level 8 or above * Minimum professional qualification in Health and Social Care SVQ/3/HNC (SCQF Level 8) or equivalent | * SVQ4/Leadership and Management Certificate or a willingness to undertake the qualification | Application form  Qualification Certificates |
| **Skills, Abilities and Knowledge** | * Effective written and verbal skills e.g. business strategy, plans, policies and procedures and reports * IT skills including the ability to use, interpret data and analyse information * Skills in negotiating, problem solving, communication * Awareness & understanding of the role of carers & their families & the impact this may have on health and well-being * Ability to communicate & present information using PowerPoint, etc., in a variety of settings * Knowledge & understanding of Stakeholder issues | * Experience of working in Health and Social Care * Experience of working in the Voluntary Sector * Ability to interpret and share knowledge of changes in legislation that impact on the service to carers | Application Form  Interview  References |
| **Interpersonal and Communication Skills** | * Effective Communication skills * Ability to engage with others in a variety of settings * Ability to work well & engage with others from a range of backgrounds * Ability to empower others | * Experience of representing the best interests of a service when involving external bodies | Application Form  Interview  References |
| **Health and Physical Attributes** | * Ability to provide a regular & effective service |  | Health Questionnaire |

**Person Specification (continued)**

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| **Attributes** | **Essential** | **Desirable** | **Assessment** |
| **General Tasks and Responsibilities** | * Ensure that financial resources are utilised in line with the Boards budgetary decisions & reporting procedures * Responsible for the effective use of IT for carer & the centres records * Responsible for the collection, analysis & application ofmanagement information to meet identified outcomes * Responsible for evaluation, maintaining quality control & performance management to meet national & local standards | * Previous experience of managing a budget * Knowledge of Data Protection * Previous experience of advising, guiding & supporting staff &/or volunteers | Application Form  Interview  References |
| **Special Conditions** | * PVG Membership |  | PVG Certificate |
| **Ability to Drive** |  | Hold a full driving licence | Driving Licence |

**Terms and Conditions of Employment**

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| **Pay Method** | Monthly Bank Transfer |
| **Hours** | 4 days (28 hours part time equivalent) |
| **Leave** | The leave year runs from April to March for full time post is 27days + 10 day Bank Holidays (pro rata) |
| **Sick Pay** | The Centre complies with current Government legislation |
| **Pension** | Full details of Pension arrangements will be made available to the successful applicant |
| **Smoking Policy** | The Centre operates a no smoking policy in compliance with the Prentice Centre policy. |
| **Equal Opportunities** | NWCC aims to ensure fair, equitable and non-discriminatory treatment of all staff, volunteers and carers or applications in line with the organisations Equal Opportunities policy. |
| **Health and Safety** | The post holder should be aware of, and abide by, all appropriate current Health and Safety legislation |
| **Special Conditions** | Before confirming appointment, you will be required to provide a certificate as proof of PVG Membership |