**The Honeypot Children’s Charity**

**Operations Manager Scotland**

**Reporting to: Operations Director**

**Salary: £35,000.00 PA Start date 1st March 2023**

Full time permanent role working equivalent of 37.5 hrs/wk - Working a variety of weekdays and weekends (especially in the first six months of the first residential break).

Thereafter, Monday to Friday, with the occasional weekend to quality assure and assist residential breaks.

We are seeking an experienced individual to lead our Children’s Services team. You will be proactive, energetic, and passionate about supporting young carers and vulnerable children, with a background of relevant professional experience.

You will be flexible enough to receive induction training for a week at our Welsh house, as well as a follow up training in Wales within 3 months.

You will be able to demonstrate through previous employment he ability to manage a children’s residential location, from the beginning.

Initial duties will include overseeing renovations, business and community engagement, recruitment, and administration of children’s services.

You will be offered total support by our experienced leadership colleagues and existing operational team members either on site or digitally.

About us

For 25 years, The Honeypot Children’s Charity has supported young carers and vulnerable children throughout their childhood. We provide 3-day respite holidays for young carers from 5 to 12 years of age at our houses in the New Forest and mid-Wales, running every weekend and throughout school holidays. Once onboard children remain engaged with us until their 13th birthday; they are invited back every year for a residential break and can also enjoy memory making days out.

In parallel we work closely with schools to deliver the Honeypot SEAL (Social & Emotional Active Learning) educational programme, running 4-day residential breaks during term time to support children in developing key life skills and confidence. Our team deliver bespoke SEAL content designed to enable children to better understand themselves, the world around them and their potential through practical experience and challenges.

In the past year we have expanded our suite of services to include a wide range of online workshops and a wellbeing fund. We are ambitious to maintain and build on this platform as we exit the pandemic period, taking a broader range and reach of services into the future and being accessible to Honeypot children whenever they wish, wherever they are.

About the role

To take full responsibility and accountability for the Honeypot house- Scotland and site and oversee the programme of respite breaks, social emotional active learning breaks (SEAL)memory making days, digital local online services and community outreach services.

To provide direction and leadership to the staff and volunteers based at the site to ensure that safe and high-quality services are delivered that help make lasting memories for the children we support.

To work closely with existing Operations Managers to ensure compliance and consistency of services, as well as to discuss development and impact measures and reporting.

To share good practice across the charity, through communication and the attendance quarterly at London team communication meetings.

**Key responsibilities**

Service Delivery

* Oversee and manage a programme of respite breaks and outreach support for all identified Honeypot Children
* Oversee the co-ordination and allocation of places on respite breaks and repeat breaks
* Ensure safeguarding practices conform to best practice principles, standards and government guidance
* Ensure compliance with the range of quality assurance measures through regular supervision, quality assurance of service delivery, paperwork and reviews.
* Keep up to date with developments in child protection and relevant legislation and disseminate information to the service as appropriate.
* Ensure risk assessments are undertaken and actions are implemented, using the company health & safety portal.
* Take responsibility for health and safety at work requirements
* Ensure correct staffing levels are in place to meet the needs of the breaks and outreach programmes.
* Set and maintain standards, boundaries and rules at The Honeypot House which are child-centred, promoting the welfare of children, protecting them from harm and providing a service which is anti-discriminatory.
* Ensure that accurate legal records are maintained e.g. accidents/incidents, safeguarding, health and safety.
* Ensure that all data is collated and managed in line with data protection requirements on the company data base and in connection with our DPO and external provider M0ore Clear Comms.

Service Development

* Lead on the development and implementation of an approach to quality assurance and continuous improvement which complies with best practice and statutory requirements, is regularly reviewed, and remains up to date and fit for purpose.
* Ensure all programmes (Respite Breaks, digital and Outreach) are delivered to the highest standard and in line with strategic objectives, ensuring appropriate information and data is gathered, analysed and regularly reviewed.
* Manage the gathering of information, feedback and the evaluation of children’s’ experience onto the database and apply the learning to service reviews and planning.
* Monitor and analyse progress against agreed service objectives. Produce monthly reports to SLT on impact, service development and attendance statistics.
* Use and promote the use of information technology to enable best practice within all aspects of programme delivery.
* Ensure recommendations from inspections, audits and quality assurance checks are implemented in a timely manner with costs agreed prior to work commencing.
* Develop and maintain a set of agreed customer service standards and culture across the service.
* Reach out to young carer organisations and work in partnership with them to identify those children in greater need of a respite break.
* To lead on projects as defined by the Director of Operations.

Site Management

* Oversee and ensure the maintenance of the property and equipment within Health & Safety guidelines, including overseeing the cleaning and maintenance of all buildings, the grounds and being the responsible person for Fire Safety.
* To initiate all new purchases and major projects relating to the site and ensure all spend is approved by the CEO/Finance Director and that projects are completed to budget and time.
* Provide a safe, calm and well-ordered environment for all children and staff, focused on safeguarding children and supporting their needs.
* To ensure the residential break and ongoing connection with Honeypot offers all children the opportunity to build brighter futures.

Staff Management

* Build, lead and manage a staff team, to deliver a high-quality service to the children who visit.
* Ensure that new staff receive an effective induction and where appropriate are assessed against core competences before confirmation in post.
* Manage and support with recruitment and selection of staff in accordance with policy and procedures.
* Oversee all staffing issues involving programme and office/site staff, to include recruitment, holiday and sickness absence.
* Ensure annual appraisals are carried out for all staff.
* Oversee and ensure in house and external staff training requirements.
* Manage any necessary dispute resolution procedures including disciplinary, capability, grievance and appeal procedures.
* Ensure that all staff receive regular supervision.
* Monitor staff performance, including sickness absences, implementing company policies and procedures as appropriate.
* Supervise and support any students undertaking placements at Honeypot.
* Promote personal and professional development through the appropriate delegation of duties and responsibilities.
* Communicate compellingly the charity’s vision and drive the strategic leadership, empowering all staff to excel.
* Identify emerging talents, coaching current and aspiring future leaders in a climate where excellence is the standard, leading to clear succession planning.
* Hold all staff to account for their professional conduct and practice.
* Ensure all staff follow the codes of practice, and uniform standards and regularity refresh their understanding via company documents on BreatheHR or other portals.

Commercial, partnerships and external relations

* Ensure all income generating activities are explored and fully developed in an appropriate time frame.
* Build excellent relationships with schools, children’s services, charities and the local community at all levels to maximise referrals and partnership opportunities
* Provide reports and oversight to the Operations Director of suggested partnerships and forums in local areas.
* Actively promote Honeypot Children’s Charity by communication, attending local community groups and contact with statutory bodies.

Finance and Administration

* Take responsibility for delivering programs and services within allocated budgets and for setting future years’ budgets to meet strategic objectives.
* Reconcile monthly bank statement of expenditure (Scotland).
* Prepare quarterly status reports for Director of Operations and leadership team.
* Identify and implement the most cost-effective ways of working without compromising the quality of Honeypot’s services.
* Ensure that the house/charity systems, organisations, and processes are well considered, efficient and fit for purpose, upholding the principles of transparency, integrity and probity.
* To work closely with the Leadership team and fundraising team on relevant matters, e.g. Gifts in kind, funding applications etc.

Strategic Planning:

* To work with the leadership team and CEO to develop strategic plans for the future direction of Children’s Services ensuring the house is utilised to it’s full capacity.
* Support the plans to develop Honeypot as a social enterprise and implement specific processes as directed by the CEO.
* To be responsible for the implementation of strategic plans that are relevant to Operations.

**The duties above are neither exclusive nor exhaustive and the post holder may be required by the Operations Manager/Personal Manager or Operations Director to carry out appropriate duties within the context of the job.**

Person specification

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| **CRITERIA** | **ESSENTIAL / DESIRABLE** |
| EDUCATION AND TRAINING | |
| Educated to a Degree Level | E |
| Safeguarding Children and Young People training/qualification | E |
| A professionally recognised social work qualification or another relevant professional qualification within a social care, health, or education setting. | E |
| At least three years of proven strong, successful senior leadership and management experience, in a care environment. | E |
| KNOWLEDGE AND EXPERIENCE | |
| Experience of managing services for children and/or young people including management and leadership of staff, budgets and premises | E |
| Experience of effective staff management, including managing performance and development | E |
| Experience of driving continuous quality and performance improvements and using quality assurance systems, including service user participation to improve services | E |
| Developing effective partnerships working across a wide range of agencies | E |
| Knowledge and understanding of legislation and statutory guidance relating to managing a service for children, including equalities, Health and Safety and financial management | E |
| Experience of successfully resolving conflict between staff or partner agencies/stakeholders | E |
| Knowledge and understanding of Safeguarding children at risk of abuse | E |
| Experience in developing, implementing and updating relevant policies and procedures | D |
| The ability to build on current strengths and initiatives and ensure a smooth transition that delivers continuous improvement. | E |
| Experience of implementing, managing and evaluating change in a collaborative and sensitive way | E |
| SKILLS & ATTRIBUTES | |
| Balancing the challenge of delivering high quality child-focussed respite/SEAL breaks and outreach services, while achieving financial and operational efficiencies | E |
| Be able to challenge provision, practice and performance, resolve conflict and make difficult or unpopular decisions when necessary | E |
| Ability to analyse complex data, and identify trends and understand and interpret legislation | E |
| A thorough but pragmatic approach to risk management | E |
| Strong planning and organisational ability | E |
| Professional, reliable, objective and consistent approach | E |
| Excellent team builder, able to motivate and support staff during period of changes | E |
| Computer literate in MS Office including word, power point, excel and CRM systems | E |
| Have the ability of building and nurturing a strong, positive and collaborative team culture that enables all staff to carry out their respective roles to the highest standard and for all staff to work effectively together to deliver improvement. | E |
| Proactive self-starter, able to work unsupervised within agreed timeframes | E |
| Full driving license and own car. | E |
| Enhanced Disclosure and Barring Service (DBS) clearance (Post exempt from the Rehabilitation of Offenders Act 1974) | E |

Other information

This post requires an Enhanced DBS and satisfactory references must be obtained prior to commencement of employment.

This post is subject to a probationary period of six months.

**How to apply:**

**Please email a full up to date CV, with covering letter in support of your application, any qualification certificates or testimonials.**

**Please include details of any notice periods and availability for interview. First interview maybe digital.**

[recruitment@honeypot.org.uk](mailto:recruitment@honeypot.org.uk)