**Information for Applicants**

**Director of Operations**

**Hours:** 37 hours per week

**Contract:** Permanent Contract

**Starting salary:** £40,760 - £45,591 dependent on experience

**Holiday entitlement:** Starting at 25 days per annum, increasing with length of service up to 28 days per annum (pro rata for part time employees), plus designated bank holidays (pro rata for part time employees).

**Pension Scheme:** Contributory scheme in place

**DBS Check Required:** Enhanced Adult

**Closing date: Monday 31st August 2020 at 12 NOON**

**Interview date: Wednesday 23rd September 2020**

Voluntary Norfolk aims to promote equality of opportunity and welcomes applications from diverse candidates with the right mix of talent, skills and potential.

We will collect and process the personal data you provide on this application form and any other supporting documentation you submit in order to administer the recruitment procedure for the above role. Further information can be found in our *Privacy Notice for Job Applicants*, which is available on our website [www.voluntarynorfolk.org.uk/about/privacy-policy](http://www.voluntarynorfolk.org.uk/about/privacy-policy)

Applicants are specifically advised to refer to both the job description and the person specification when completing section 6 of the application form.

**Applicants are asked to please include a CV to their submitted application form.**  
  
For further information about this post please contact: Alan Hopley, CEO [alan.hopley@voluntarynorfolk.org.uk](mailto:alan.hopley@voluntarynorfolk.org.uk)

Please return completed applications to: Julia Creusson, Head of Resources and Facilities, Voluntary Norfolk, St. Clements House

2-16 Colegate, Norwich NR3 1BQ

Or by email to: [hr@voluntarynorfolk.org.uk](mailto:hr@voluntarynorfolk.org.uk)

*Please be advised that only applicants shortlisted for interview will be contacted.*

Thank you for the interest you have shown in this post, we look forward to receiving your completed application.

**An Introduction to Voluntary Norfolk**

**Our Vision**

*Connected, resilient and compassionate communities where people work together*

*to improve lives*

**Our Mission**

* *To enable local people and communities to thrive and reach their potential*
* *To deliver innovative solutions through effective partnerships*
* *To ensure the voices of volunteers and voluntary organisations are represented*

Voluntary Norfolk was started in 1969 as the Norwich Organisation of Active Help (NOAH), a service to match volunteers to voluntary organisations. From this simple model of support, delivered from a caravan that toured the county, we have grown and developed to provide a wide range of services which improve the health, wellbeing, connections, skills and employability of thousands of people in Norfolk each year.

Support for the Voluntary Sector

We help over 300 grass-roots organisations find the volunteers they need to deliver their services and activities and we support over 2,000 volunteers to find volunteering opportunities, helping them develop skills, knowledge and to make connections in their community. We offer information, training, advice and support to voluntary groups and we have a specialist support service, Momentum, for groups working with young people. We are a voice for the VCSE (Voluntary, Community and Social Enterprise) sector, promoting the activities and impact of charities and community organisations while raising awareness of wider issues affecting our sector.

Volunteer Services

We deliver and develop volunteer services for Clinical Commissioning Groups, Norfolk County Council and other health and social care providers to help address social and healthcare challenges including an ageing population and physical, digital and social isolation. We directly recruit and manage over 700 volunteers who undertake a variety of roles in healthcare and community settings, helping people manage long-term health conditions, providing a support role to healthcare professionals and transporting people to and from hospital appointments.

Health & Social Care Services

Voluntary Norfolk delivers and manages health and social care services in partnership with community and voluntary groups and public and health care bodies. We are the lead partner in the Carers Matter Norfolk service and its sister service for Young Carers and Families providing practical and emotional support for Norfolk’s 100,000 unpaid carers. We also lead the Better Together service which addresses the health impacts of loneliness and social isolation. In April 2019 we took over the management of Norwich’s SOS Bus which looks after the health, wellbeing and safety of people visiting Norwich’s pubs and clubs on Fridays and Saturday nights.

Community Development

In partnership with community and public sector organisations, we work with local residents to improve their health, wellbeing and employability, harnessing their strengths, skills, interests and passions. We are one of the main partners in Neighbourhoods that Work, led by Great Yarmouth Borough Council, which works with residents, communities and partners to increase community resilience. In Norwich we run aDigital Inclusion programme which enables residents to develop the skills, capabilities and confidence to access online services, support and activities. We have recently been awarded funding to lead another partnership in Great Yarmouth, *Freshly Greated, which* aims to increase engagement with the arts among groups of people who are currently least likely to get involved as either audiences or creators.

Employment & Skills

Our Employment & Skills Team support those who are furthest from employment, helping them make the most of their skills and strengths and to take advantage of employment, volunteering and training opportunities. As part of the Norfolk Community College they offer 1-2-1 mentoring, training, volunteering and work placements, as well as specialist support and advice around wellbeing, debt and benefits.

CBR Business Solutions

CBR Business Solutions is the trading arm of Voluntary Norfolk, providing HR services, DBS checks and Payroll services to over 200 charities and businesses across the country. Operating profits from CBR Business Solutions provide a vital source of unrestricted income for Voluntary Norfolk helping us carry out our work supporting people and communities across Norfolk.

We employ over 70, mainly part-time, members of staff, working in locations across Norfolk.

Our turnover is in excess of £2million per annum with funding coming from public sector, health and statutory bodies, from grants, membership fees and from our traded services.

Voluntary Norfolk is a Registered Charity (number 1112017) and a Company Limited by Guarantee (number 5616120).

We have an elected Board of Trustees and our Chair of Trustees is John Archibald, Chief Strategy Officer and Executive Board Director of Flagship Group.

Our headquarters are located at St Clements House, 2-16 Colegate, Norwich NR3 1BQ.

[www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)



### Job Description

### Title: Director of Operations

**Reporting to:** CEO

**Main Relationships:** CEO, Service Managers, Service Commissioners

**Direct Reports**: Head of Volunteering, Head of Employability, Service Managers for Health and   
Social Care Services, SOS Bus Manager

**Main Purpose of the Job:**

1. To be a key member of senior management and to contribute to the strategic leadership of Voluntary Norfolk
2. To provide outstanding leadership for our services ensuring that our service delivery is fully compliant with performance management, contractual terms and safeguarding expectations and accountabilities
3. To promote organisational growth through ensuring all Voluntary Norfolk services provide excellent outcomes for our service users and are focused on continuously improving their service design to ensure Voluntary Norfolk is well positioned in relation to commissioners, partners and beneficiaries
4. Provide quality assurance across all such services, develop a high performing culture whilst ensuring compliance and service delivery and growth.

**Main Tasks:**

1. **To be a key member of senior management and to contribute to the strategic leadership of Voluntary Norfolk** 
   1. To be able to evidence Voluntary Norfolk’s values at all times, which underpin our vision and mission by ensuring that you:
   * listen
   * collaborate
   * innovate
   * celebrate diversity
   * care
   1. To provide leadership for the organisation as a full member of the Executive Team, developing and promoting Voluntary Norfolk’s strategy, services and culture in accordance with our core values
   2. Develop and support forward planning to achieve Voluntary Norfolk’s strategic goals, identifying and developing future growth opportunities, including new markets, localities, strategic partners, service users and service provision.
   3. To contribute to the development of the Business Plan for Voluntary Norfolk
   4. To ensure that the CEO and Board of Trustees are kept informed of progress and any service risks through the provision of reports and updates.
   5. To act as an ambassador for CBR Business Solutions; promoting the services on offer and ensuring the strategic importance of CBR Business Solutions to the sector is embraced by all employees.
2. **To provide outstanding leadership for our services ensuring that our service delivery is fully compliant with performance management, financial requirements, contractual terms and safeguarding expectations and accountabilities**
   1. To provide collaborative leadership, management and support for direct reports who are responsible for the delivery of Voluntary Norfolk’s health, social care, employment and volunteering contracts, ensuring effective decisions are made, services are managed in accordance with commissioner and organisational requirements and continuous improvement and innovation is encouraged
   2. Working across the departments lead on delivering excellence with an emphasis on the continuous improvement of outcomes for our service users exceeding contract requirements where possible and identifying added value across all such services
   3. Ensure high quality standards and outcomes are delivered across Voluntary Norfolk services, working closely with and supporting the Heads of Services and Service Managers to achieve positive outcomes for our service users and take action to address barriers and performance issues.
   4. Identify, manage and address risks across all such services to increase resilience and reduce potential delivery, performance, reputation and financial implications as a result of such risks.
   5. Working with Heads of Services/Service Managers and Head of Finance ensure all service contracts have full costed budgets and full cost recovery, together with leadership and responsibility for identifying resource, cost efficiencies and added value across VN’s services.
   6. To be the Caldicott Guardian and work closely with the GPDR lead for Voluntary Norfolk to ensure that Voluntary Norfolk discharges its duty to protect the confidentiality of people's information and make sure all data is used properly and compliant with all regulation.
   7. To be the Adult and Child Safeguarding Lead for Voluntary Norfolk keeping up to date with changes in guidance and legislation to ensure Voluntary Norfolk staff and volunteers are fully aware of their safeguarding responsibilities and understand what they should do if they have concerns about a child, young person or adult.
   8. Provide a key role in the development and updating of VN’s policies and procedures, working with other senior managers in their development and implementation.
   9. In conjunction with the Heads of Services / Service Managers set and monitor targets for the service delivery and ensure that the services are operating within national and local performance indicators and ensuring improvements against targets when necessary
   10. To contribute to the oversight, development and implementation of service financial plans and budgets, ensuring all services are sustainable, financially viable and delivered within budget, while promoting organisational efficiencies
   11. To ensure quality supervision of staff is carried out in accordance with our supervision policy, ensuring that issues of management and staff non-compliance are addressed
   12. To ensure compliance with legal, regulatory, ethical and social requirements, ensuring an effective organisational approach to health and safety, effectively mitigating risks, and that the promotion of equality of opportunity, diversity and inclusion within Voluntary Norfolk’s policies and procedures, is fully adhered to across our services
3. **To promote organisational growth through ensuring all Voluntary Norfolk services provide excellent outcomes for our service users and are focused on continuously improving their service design to ensure Voluntary Norfolk is well positioned in relation to commissioners, partners and beneficiaries** 
   1. Build external stakeholder support, including commissioners, local authorities and potential new partners, working with the Heads of the Services / Service Managers to maximize profile, enhance reputation and influence.
   2. Ensure that services are joined up to create maximum impact and dynamic service delivery
   3. To oversee the monitoring, evaluation and reporting on service delivery of Voluntary Norfolk services and to service commissioners and other stakeholders
   4. To build Voluntary Norfolk’s profile, influence and sector knowledge through contributing to the establishment and sustainment of collaborative relationships across the public, private and voluntary sectors
   5. To promote good strategic/operational working relationships at a senior level with key partners, service providers, stakeholders and the wider community and working with service users and partners to improve services
   6. To help grow Voluntary Norfolk by working with the Director of Development to ensure opportunities are identified with commissioners to secure new work and engaging with tender and bid development processes
   7. To support the development of quality systems for Voluntary Norfolk Services (quality audits, project inspections, customer satisfaction etc.) to ensure appropriate performance management and effective knowledge management across all services
   8. Provide a leadership role in working with managers in developing quality assurance accreditation and in particular in terms of information and advice to clients to further enhance and develop our services

**All Voluntary Norfolk post holders are responsible for:**

Working to the policies of Voluntary Norfolk.

Promoting equal opportunities and respecting diversity within all aspects of their work.

Complying with Health and Safety Regulations.

Carrying out additional duties where appropriate which may be allocated from time to time by the Chief Executive and deputising for the CEO when requested.

PERSON SPECIFICATION

(Essential / Desirable)

The person appointed to this post would normally be expected to meet the following:

E or D

|  |  |
| --- | --- |
| Qualifications and Experience |  |
| * Degree standard of education | **E** |
| * Professional social care or relevant qualification | **E** |
| * A management qualification at Level 5 or above | **D** |
| * Minimum of 2 years’ experience at a senior management level in a health or social care environment | **E** |
| * Experience of managing managers and multiple services | **E** |
| * Experience of working in a health or social care setting | **E** |
| * Developing, monitoring and adapting improvement plans for services | **E** |
| * Driving continuous improvement agendas | **E** |
| * Developing new services ensuring that decisions are evidenced based and stakeholders are effectively engaged | **D** |
| * Working with a range of outcomes measurement tools | **E** |
| * Presenting complex reports and updates to a wide variety of audiences ranging from service users to the Board of Trustees | **E** |
| * Working with commissioners, stakeholders and beneficiaries | **E** |
| * The planning, monitoring, adapting and evaluating of services and/or projects | **E** |
| * Setting budgets for individual projects and challenging overspends | **E** |
| * Working in a multi-agency environment | **D** |
| * Working within regulatory guidelines | **D** |
| * Understanding and contributing to whole organisation strategy | **D** |
| * Experience of implementing and mobilising new projects | **D** |

|  |  |
| --- | --- |
| Skills and Knowledge |  |
| * Use informal opportunities and/or planned activities to build relationships that assist honest feedback ranging from employees, service users, commissioners and partners | **E** |
| * Evidence of working collaboratively with staff and able to work in a way that values contributions from all team members |  |
| * Set targets for individuals, teams and sectors to support a culture of continuous personal and professional improvement | **E** |
| * Lead individuals and teams in embedding service user’s views and feedback into future service planning | **E** |
| * Be creative in problem solving | **E** |
| * Think and work in a multi-dimensional way | **E** |
| * Work as a team member as well as on own initiative in complex situations | **E** |
| * Work with others to embed a culture of continuous improvement | **E** |
| * Understanding of the Voluntary Sector and the role it plays in the delivery of health and social care services | **E** |
| * Understanding of health and social care services and priorities | **E** |
| * A working knowledge of Child and Adult safeguarding legislation and responsibilities | **E** |
| * A working knowledge of confidentiality and data protection, especially in relation to health services | **E** |

|  |  |
| --- | --- |
| Attributes |  |
| * A commitment to working to achieve the overall aims of Voluntary Norfolk | **E** |
| * Able to demonstrate understanding of and consistently work to the values of Voluntary Norfolk | **E** |
| * A person centred approach to care services and organisational management | **E** |
| * Commitment to the value of professional development, supervision and appraisal of all staff | **E** |
| * A willingness to keep up to date with developments in and expectations of the social care sector | **E** |
| Essential Requirements |  |
| * A full driving licence and access to a car | **E** |
| * Ability to competently use a range of IT packages and devices | **E** |
| * Ability to work flexibly across all services | **E** |