

THRESHOLD DAS LIMITED

Job Description

JOB TITLE: OPERATIONAL SERVICES MANAGER

RESPONSIBLE TO: HEAD OF BUSINESS DEVELOPMENT

RESPONSIBLE FOR: OPERATIONAL DELIVERY AND CENTRAL SERVICES MANAGEMENT
INCLUDING DAY TO DAY MANAGEMENT OF CORE STAFF

PURPOSE OF JOB: Managing the day to day functions of the Operational and Administration teams.

Ensuring effective communication and joint working between all operational and administration teams.

To assist in promoting and maintaining effective employee relations in conjunction with the Head of Business Development to undertake a strategic role in the planning and delivery of services.

Roles and Responsibilities

- To take full responsibility for the co-ordination of all operational and administration services.
- To oversee and manage the monitoring and evaluation process.
- To report to the Head of Business Development on the progress on support services

Hours – 35 hours per week

£27,323p.a.

Key Functions:

Service User work and liaison

The Operational Services Manager will have responsibility for:

1. Managing the day-to-day organisational issues with regard to the operational services
2. Liaison and communication with other agencies with regards to issues affecting women and children experiencing domestic abuse and violence.
3. Service development in conjunction with the CEO and other Senior Staff.
4. Liaison and communication with senior stakeholders on operational matters affecting women and children experiencing domestic abuse/violence.
5. Ensuring effective communication and joint working.
6. Operational policy and development with regards to services to women and children.
7. Overseeing management papers on service matters.
8. To take the lead in providing comprehensive and professional administration services to Threshold and its employees, ensuring compliance with all employment statutory obligations.
9. To oversee the operation of Reception & Referral Services and to continually develop innovative and high quality front line services. ensuring a first class service is provided and ensure appropriate office cover is maintained during periods of A/L sickness, training, full team meetings etc.
10. To provide IT support where possible and to source external IT support when necessary

Personnel Duties

11. To assist in providing professional advice on human resource management issues, including Employment Law, terms and conditions of service, contracts of employment, To advise on legal issues like Data Protection, Confidentiality, and Health and Safety Legislation.
12. To take with the development of HR and personnel systems to accurately record and monitor information including sickness and absence, all leave, lieu time and to ensure that accurate and up-to-date personnel records relating to staff are maintained thereafter.
13. To develop and maintain effective monitoring systems for the production of regular reports.
14. To develop and maintain effective systems for accurate recording of all housing Benefit.
15. To be the lead in the PQASSO, AQS and Quality Management systems.
16. To take the lead with the management of Health & Safety, ensuring that Threshold complies with all H&S legislation.
17. To ensure First Aid boxes are well maintained and accessible.
18. To ensure that the accident and incident books for the office and projects are accessible.
19. To ensure that the repair and replacement of office keys and other security items are actioned and distributed as appropriate.
20. To ensure and maintain up to date information on the whereabouts of staff in relation to Health and Safety.
21. In conjunction with the Finance Manager and Head of Business Development to develop systems and records to manage all travel and expenses, ensuring consistency across the organisation.
22. To liaise with staffing agencies, job centres and other organisations to arrange temporary staff as required, in accordance with Threshold's policies.
23. To assist with the review and implementation of Threshold's policies and procedures.
24. Be the appointed First Aid Person for the Organisation.

Senior Duties

25. To participate in service development and operational policy strategy.
26. To provide line management/supervision and appraisals to a number of posts helping to prioritise tasks and ensuring work deadlines and targets are met.
27. Under direction of the Head of Business Development liaising with senior stakeholders on financial and operational issues.
28. Maintaining liaison and communication with other agencies with regards to issues affecting Threshold.
29. Under direction of the Head of Business Development to play key role in funding applications and reviews to insure continuation of service.
30. Under direction of the Head of Business Development to collate Threshold's Management Board Committee papers.
31. In conjunction with other senior staff, to organise and facilitate senior, office and all workers meetings, ensuring these are regularly held.
32. To attend management meetings when requested.
33. In conjunction with other senior staff overseeing of termination, appeals and complaint procedures for some staff.
34. To purchase/order any necessary equipment, stationery, office cleaning supplies in line with Threshold procedures.
35. To ensure the provision of accurate records and receipts of petty cash expenditure in line with Threshold procedures.
36. To ensure the receipt of adequate postage levels for the office as well as ensure the provision of accurate records in respect to allocation of postage.
37. To ensure the completion of Threshold purchase orders for all purchases made and orders placed, in line with Threshold procedures.

Any Other Duties

38. Taking part in the on call rota.
39. In conjunction with other relevant staff represent at Welsh Women's Aid meetings.
40. To work within the policies and procedures of Threshold DAS.
41. Attend and participate in support and supervision sessions.
42. To undertake training as required by the line manager.
43. To work to further the stated aims and objectives of Threshold.
44. Any other duties which fall within the remit of the post.
45. Research new regulations, etc. affecting women and children experiencing domestic abuse/violence.
46. Organise cover for the support staff during periods of absence due to holidays, sickness, etc.
47. Organising and facilitating monthly staff meetings.
48. Involvement in the eviction, appeals and complaints procedures.
49. Manage the on call rota and provide to staff and the helpline on a monthly basis.
50. Identifying and managing worker travel, overtime and compensating lieu time.

The Operational Services Manager will be expected to work flexibly to meet the needs of the Organisation. This will require attending evening or out of normal hours meetings. This post will be directly line managed by The Head of Business Development.

Staff, Sessional Workers and Volunteers

1. Providing day to day support, advice and back up to sessional workers and/or volunteers.
2. Assisting and supporting sessional workers/volunteers working within the organisation.

3. Assisting in recruitment, selection and training of sessional workers/volunteers.

Administration

1. To assist with collecting information needed for monitoring purposes and keep up to date records on Threshold's Case Management System.
2. Maintaining up to date information on legal, housing and welfare issues relevant to domestic abuse/violence.
3. Producing statistical and other reports on work done with service users to meet the requirements of funders, CEO, Head of Business Development and Board of Trustees and co-operating in the on-going evaluation of services.
4. To oversee the maintenance of appropriate client records.
5. To undertake evaluation questionnaires with women and men using the service.
6. Maintaining financial records for the Programme.

Other

1. Attending, facilitating and contributing to regular team meetings.
2. Attending line management sessions as requested and to provide information on client work, service delivery and organisational issues to the HOBOD.
3. To implement decisions agreed made in line management and Board of Trustees meetings
4. Participating in development policy, strategies and working practices of services by attending meetings and giving feedback as appropriate to others doing this work.
5. Actively participating in local Domestic Violence Forums, and other related groups/forums.
6. Assisting with general cover of the office.
7. Conducting all work in a way that reflects the aims and principles of Threshold, in particular policies on Equal Opportunities and Confidentiality.
8. To keep up to date with domestic violence issues and participate in relevant training as required.
9. Undertaking other duties as reasonably requested.
10. Contribute to effective team practice.
11. Contribute to maintaining effective working relationships within the team, across the Service and with staff in other agencies.
12. Provide support for colleagues of all grades within the team.

Person Specification

Essential	
Qualified to degree level or evidence of appropriate level of achievement in another capacity	Application form
At least three years' experience of managing staff.	Application form
Experience of managing own work load and related administration.	Application form
Experience of liaising with social workers or other professionals from a	Application form

range of statutory and voluntary agencies.	
Experience of working with individuals experiencing domestic abuse/violence.	Application form
Evidence of strong staff management skills	Application form
Experience of work in a field related to the services provided by Threshold DAS.	Application form
Experience and proven achievement in the management of projects or organisations	Application form/Interview
Understanding of the importance of a strong organisational culture which puts the interests of service users first	Interview
Understanding of Women's Issues	Application form and Interview
Proven experience of implementing the principles of good organisational management in a service environment	Application form and Interview
Flexible and approachable	Interview
Experience of developing and managing budgets	Application form and Interview
Experience of fundraising and publicity in a similar environment	Application form and Interview
An understanding of the nature of domestic violence and its effects on women and children.	Application form and Interview
An understanding of risk factors in perpetrators of domestic violence.	Application form and Interview
An understanding of Child Protection	Application form and Interview

Strong written and verbal communication and presentation skills	Application form and Interview
Driving Licence	Application Form

Desirable	
Drive tenacity and strength of character	References / Interview
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Experience of development of the use of Information and Communication technology	Application Form
Experience in a related area, e.g. substance misuse, child protection, family Support	Application Form
Experience of Monitoring and Evaluation.	Application Form
Ability to contribute to policy development at a national level	Interview
Ability to communicate in Welsh and English	Interview/application form
Health and Safety experience	Application form
Able to work flexibly	Application form/interview
Application form and Interview	Application form/interview

Additional

1. The ability to communicate clearly with a range of people both over the telephone and in person, sometimes over sensitive and / or complex issues.
2. The ability to organise your own work load and use your own initiative.
3. The ability to work as part of a team.
4. The ability to manage your own administration be able to use a computer, particularly word processing packages and databases, and to maintain effective administrative systems.
5. The ability to line manager staff.

