

Recruitment Information Pack



Operations Manager

To apply:

Please apply by sending your CV (including current salary) and a supporting statement to ceo@rvs.org.uk. Your statement should explain why you'd like the role, what you will bring to the organisation and how your skills and experience reflect those specified.

Your statement should be no longer than three pages.

We will be assessing applications as we receive them and interviewing on a rolling basis. We may therefore close the recruitment at anytime so we encourage you to submit your application as soon as possible.

Thank You!

Thank you for your interest in Rushmoor Voluntary Services (RVS). This information pack should provide all the information that you need but please don't hesitate to contact our CEO, Donna Bone if you need further details on 07736-044495 or via ceo@rvs.org.uk.

We are also able to be flexible on some aspects of the role so we would encourage you to contact Donna if you would like to discuss the role or person specification in more detail.

About Us

Established as a registered charity in 1971, RVS are the Council for Voluntary Service (CVS) in Rushmoor. Our role in the community is to champion volunteering and to support any voluntary or community group working in the Borough of Rushmoor.

We support our members by creating networks; our quarterly Voluntary Sector Forum is regularly attended by approximately 100 individuals. We also provide support with volunteer recruitment and training, plus maintaining good practice.

RVS also manage a number of projects that provide community benefit. These include:

- Blooming Marvellous - a supported volunteering gardening project.
- Community Access Project – mental health support.
- Community Transport - which includes scheduled passenger services and a group-hire minibus scheme for Rushmoor & Hart.
- HIV in Hampshire – emotional and practicable support to people living with HIV.
- Home Help - providing shopping and light housework to frail, elderly and disabled people.

We work in close partnership with various organisations including our core funders Rushmoor Borough Council and Hampshire County Council.

RVS are members of the Hampshire Council of Voluntary Services (CVS) Network, an alliance of eight organisations who work together to help Hampshire's charities, community groups and social enterprises to succeed and flourish. We collaborate in a local cluster with Hart and Basingstoke CVSs.

Our Mission

In partnership with the voluntary, statutory and business sectors, enabling all the people of Rushmoor to play a full and active part in the life of the local community.

Where we Work

The area we cover for our CVS services includes Aldershot and Farnborough, along the Blackwater Valley in the north east corner of Hampshire.

Over 350 organisations and groups from this area are members of RVS.

Many of our support services cover areas of Hart, something which we wish to proactively increase.

Since August 2019, our office has been within the Civic Offices alongside Rushmoor Borough Council and other key organisations supporting the community of Rushmoor.

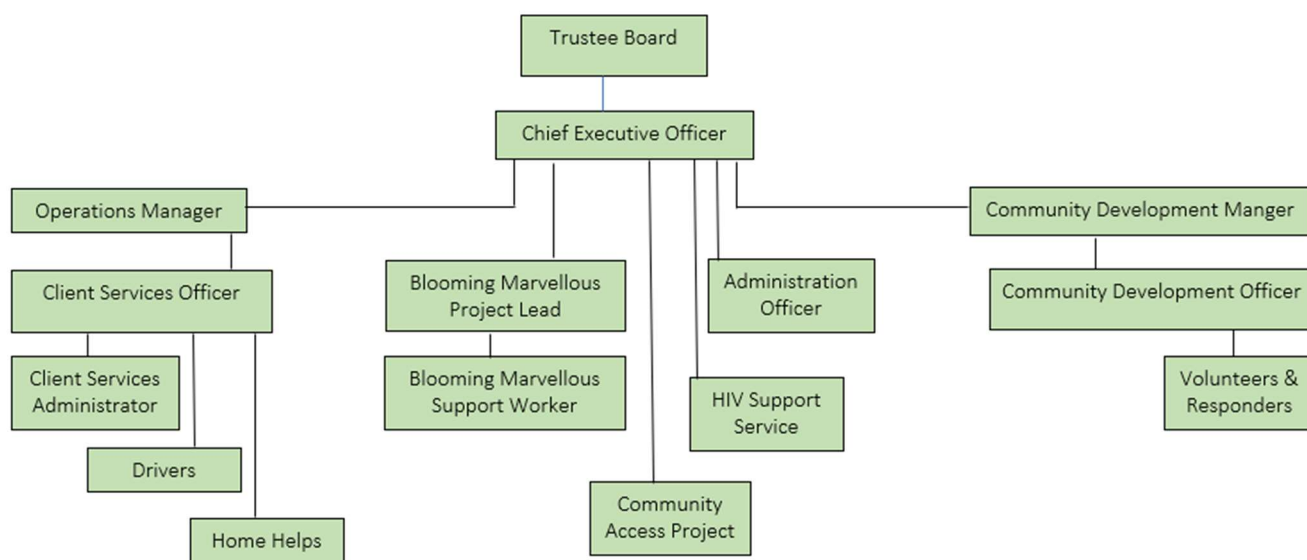
Our Team

We began a period of significant change during 2019; our new Chief Executive Officer (CEO) was appointed to replace her long-standing predecessor. She also managed our office move. This took us away from the accommodation which has always been our base but has enabled us to work closer with our key stakeholder, Rushmoor Borough Council.

The new Community Development Manager (CDM) was appointed in August, due to the retirement of the previous staff member who had been with us for 16 years.

2020 is presenting opportunities for further change, partly in response to our experiences during the Covid19 emergency and also due to the retirement of other key staff.

The current paid staff team comprises of various - mostly part-time - roles which are supported by a team of volunteers.



The Role

One key aim for the role is an overarching responsibility to manage organisational regulatory compliance. There is an ambition to share good practice and operational delivery across our CVS cluster in the north of the county.

The second key aim on developing our client services activities. Our key role in leading and coordinating the local response to the Covid-19 emergency has reinforced our intention to change how we support our community. Operation Rushmoor Community Action (ORCA) successfully triaged the needs of residents and delivered support in response to over

1,000 requests for help by working in a hub model in partnership with mutual aid groups and supported by volunteers.

A priority, therefore, is to implement a new model of working to develop RVS client services - based upon a hub model - so that we can better serve the vulnerable people in our community. This role will oversee and implement that transition. The four main tasks of the role are to:

- Coordinate and manage existing services, to improve capacity and efficiency.
- Build partnerships with statutory and voluntary organisations across Rushmoor and Hart to extend support reach.
- Lead on the development of client services into a holistic, support hub for residents in Rushmoor and Hart.
- Create a sustainable model to produce income that can be reinvested into the organisation.

Reporting to the CEO, you will manage and mentor an assistant (Client Services Officer), who will be responsible for the practical, day-to-day delivery of our own client services.

You will manage a team of people that deliver RVS client services:

- Home Help
- Community Transport
- Covid19 Help Line

In time, other services will be added to that portfolio. In the interim, and in conjunction with the core services team, you will support:

- Blooming Marvellous supported volunteering gardening project
- Community Access Project, supporting people with poor mental health
- Volunteer community responders (volunteers) and drivers

You will work 35 hours per week, the majority of this will be during traditional office hours but you will also be occasionally required to be available during evenings and at weekends to represent RVS at meetings and events.

The Benefits

As well as working in a long-established and community focussed team, you will be based in a new office environment with generous facilities, although some remote working may be available/required. This is subject to Covid restrictions.

We also offer:

- A permanent contract. This is subject to funding and satisfactory completion of a six month probationary period.
- A salary of circa £30,000 according to relevant experience.
- Auto enrolment in the company's defined contribution pension scheme. Individual contributions are flexible subject to statutory minimum and maximum limits; RVS contributions will be paid in accordance with policy.
- Mileage and out-of-pocket expenses undertaken on behalf of RVS, paid in accordance with the Inland Revenue mileage rates for business travel, eg 45p per mile for travel by car.
- 20 days paid, normally rising to 25 after five years' service, plus statutory days.
- An incrementally increasing period of sick pay in accordance with length of service.
- Free parking during working hours.

Job Description

Whilst the overarching aim of this role will remain, the specific responsibilities will be reviewed in line with the strategic development of the organisation.

Priorities for 1 – 12 months

Work with the CEO to review and develop a framework to implement effective risk management processes.

Plan and begin the transition of client services into the Home Hub model of working:

- Review and develop the current model of working for client services.
- Review existing team and structure, including contracts of employment.
- Transition existing team into the Home Hub.
- Recruit new team members.
- Review ORCA model of working.
- Transition ORCA into the Home Hub model.
- Work with RVS IT and admin support to ensure correct systems are in place for the Home Hub model.

Following 12 months

Migrate the remaining client services into the Home Hub model.

Work with the CEO to develop partnerships with existing and new partners, in the statutory and voluntary services. Existing partners include:

- Hampshire County and Rushmoor Borough Council,
- Hart Voluntary Action, Basingstoke Voluntary Action and the Hampshire CVS network
- North East Hants and Farnham CCG, Frimley ICS and Collaborative
- Broadhurst Trust

Our core services support nearly 400 voluntary organisations across Rushmoor and Hart, which presents us with many opportunities for partnership working in the fields of social prescribing, transport and health & wellbeing.

Compliance

- Ensure that services are operating effectively, to budget and in accordance with the terms and conditions of the grant or contract conditions.
- In conjunction with the CEO, manage organisational regulatory compliance within a charity governance framework, including GDPR and the development and implementation of policies.
- Support the CEO and Trustees to maintain and implement effective risk management processes.

Resources

- Define and secure the resources (human, material, technical and financial where appropriate) needed to operate effectively.
- In conjunction with the CEO, prepare and monitor operating budgets, ensuring income is maintained and expenditure is controlled in line with budgets, and that potential risks are identified and managed.
- Monitor targets, outcomes and outputs and ensure the effective deployment of resources to achieve the organisation/services objectives.
- Ensure data and information is being recorded correctly and in a timely manner to be able to compile performance reports as required both internal and external requirements.
- Attend and respond to monitoring meetings with funders/external agencies.

Development

- In conjunction with the CEO, identify and respond to emerging needs and develop services to meet those needs.
- Develop and oversee delivery of a training programme in response to staff team needs in conjunction with the CEO.

Organisational Support

- When required, support RVS on matters of governance, strategy, business development and planning.
- In conjunction with the CEO, undertake funding applications for services.
- Represent RVS at external meetings.
- Promote RVS and give presentations about RVS services.
- Provide cover in absence of key client services staff.

Administration

- Complete reports for the CEO and Board of Trustees.

- Complete supervision and personal development plans with staff you are responsible for.
- Complete transition plans and record progress measured against key performance indicators set by The Board of Trustees.

General

- Deputise for the CEO when requested.
- Support good internal communications and a positive working environment.
- Maintain good working relations with key individuals and other organisations within the voluntary, statutory, public and business sectors active within Rushmoor.
- Promote equality and diversity in all undertakings.
- Undertake other duties as requested by the CEO that are commensurate with the post and the development of the organisation.
- In all undertakings ensure compliance with RVS policies.

About You

You will be educated to a high standard, be administratively self-supporting and possess good IT skills. You will possess a positive, 'can do' manner, be approachable and respectful with the ability to motivate and influence people.

You will have experience working in care or client support services, and ideally with the voluntary sector, alongside local community groups and projects.

You will understand what best practice in operational management looks like and are comfortable advising and supporting others to achieve this. You will be able to address the challenges of maintaining commercial viability with restricted income.

Values and Aptitude

Essential

- Demonstrate an inclusive mind-set.
- Ability to develop good working relationships with colleagues at all levels, in a range of organisations.
- Ability to recognise a need or an opportunity for a new service, and to carry the development through to a successful conclusion.
- Evidence of ability to identify when it is appropriate to withdraw from a project or service.
- Evidence of ability to assess needs and analyse viability.
- Able to monitor and maintain own standards.
- Ability to work on own initiative, prioritise and meet deadlines.
- Flexible approach and willingness to work as part of a team with ability to make positive contributions to benefit the whole organisation.

Desirable

- Proven interest in supporting the community in Rushmoor and Hart.
- Demonstrable innovative approach/creative thinking and self-motivation.
- Experience of outcome focussed approach to service development.

Education, Administration and Communication

Essential

- Degree in relevant topic or operations management qualification.
- Demonstrable organisation skills and capacity to manage a high volume and varied workload.
- Experience of preparing reports presenting findings.
- Ability to communicate clearly and concisely, both orally and in writing.

Desirable

- Strong interpersonal and communication skills.
- Good working knowledge of MS packages, Office 365 and Windows 10.

Operations

Essential

- Experience of effectively managing teams working remotely.
- Ability to lead on Health and Safety matters including risk assessment.
- Sound experience of GDPR and all aspects of data compliance and governance.
- Experience of developing operational policies and procedures.
- Proven customer/client services skills.
- Ability to monitor service performance against targets.
- Experience of working in partnership to meet common objectives.

Desirable

- Experience of working in a similar role for a care/support service.
- Experience of managing organisational regulatory compliance.
- Experience of working with community transport.
- Mentoring skills and experience.

Voluntary Sector Knowledge

Essential

- Experience of working with volunteers and/or as a volunteer.

Desirable

- Experience of operational management within the voluntary sector.
- Experience of working on or with management committees or boards.

Project Funding

Essential

- Understanding of the procedures and requirements to obtain grants and contracts from statutory and voluntary sources.
- Experience of monitoring and evaluating finance and performance.

Desirable

- Successful track record of securing grants and/or tendering for contracts.

Safeguarding

Essential

- Good operational experience of safeguarding, ideally developed through working with adults at risk.

Desirable

- Safeguarding Lead experience.
- Disclosure and Barring Service (DBS) Check experience.