

Home-Start is committed to safer recruitment practice as an important part of safeguarding and protecting children and vulnerable adults



## **Job Description – Director of Operations**

<b>Job Title:</b>	HOST Director of Operations
<b>Employer:</b>	Home-Start Oldham, Stockport & Tameside (HOST), Ryecroft Hall, Manchester Road, Audenshaw M34 5ZJ
<b>Hours of work:</b>	36 hours per week
<b>Salary:</b>	NJC Scale 32-35 (£34,788 - £37,849)
<b>Responsible to:</b>	HOST's Chief Executive Officer
<b>Responsible for:</b>	Family Services Manager, Infant Feeding Services Manager, Office Manager, Fundraising Manager, Marketing Manager
<b>Base:</b>	Ryecroft Hall

### **Purpose of the Job**

The Director of Operations is responsible for helping to ensure support to families in all services is of a high standard. The post holder leads the cost-effective delivery of high-quality HOST administrative and operational services with particular regard to Finance, HR, Impact and Operations in line with HOST's strategic plan. They ensure the organisation operates with full regard to Home-Start Memorandum and Articles of Association, Standards and Methods of Practice, The Home-Start Agreement and Home-Start Quality Assurance Standards. The post holder leads on quality assurance and supports the CEO with business development, fundraising activity and external promotion and networking locally and nationally. They have a leadership role in strategy development, implementation and the management of staff and volunteers. They deputize for the CEO as required.

### **Main Responsibilities**

#### **1. Business Development:**

- a) Prepare successful funding proposals and support the CEO with larger scale funding and tenders
- b) Supporting community, events and corporate fundraising activity
- c) Supporting the exploration and analysis of income generating activity
- d) Maintaining an oversight of key priorities in Oldham, Stockport, Tameside and Greater Manchester and identifying where HOST can contribute
- e) Supporting the positioning of HOST as a key provider of a range of early help and family support services

#### **2. Finance:**

- a) Develop a strategic financial plan aligned with the HOST strategic plan with the CEO for board approval

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- b) Devise an annual budget in conjunction with the CEO and Trustees
- c) Work closely with the CEO and Office Manager to monitor income, expenditure and cash flow, updating the budget and ensure timely reporting
- d) Produce accounts for the Annual Report and work with auditors

**3. HR:**

- a) Lead the development and implementation of legally compliant and effective policies and procedures for all aspects of working with staff and volunteers including their recruitment, selection, preparation and support and supervision
- b) Work with the CEO to plan staffing and volunteer levels to adequately reflect actual and planned activity
- c) Manage all stages of the recruitment processes including advertising, interviewing, screening, issuing contracts etc. for staff and volunteers
- d) Ensure all employees and volunteers receive timely induction, on-going training, supervision and appraisals
- e) Analyse staff and volunteer performance and HR data and provide reports and recommendations to the CEO for ongoing improvements in recruitment and retention

**4. Impact:**

- a) Manage timely monitoring and evaluation processes to inform internal decisions about projects and provide robust reporting to stakeholders
- b) Produce an annual Impact Report with recommendations for improvements
- c) Lead the development and implementation of quality assurance policies and procedures

**5. Working in Partnership:**

- a) Work with statutory partners and partners from across the voluntary sector, including with other Home-Starts, under the guidance of the CEO to develop policy, plan and deliver services in line with HOST strategy
- b) Deputising for the CEO at relevant meetings as directed, including contract meetings, as appropriate

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

This job description is current as of April, 2019 and is subject to annual review.

Signed Director of Operations

Signed Chief Executive Officer