

JOB DESCRIPTION

JOB TITLE: Senior Manager (Operations and HR)

REPORTS TO: CEO

Works in Partnership with Infrastructure Lead

Provides Line Management to Youth Promise and Youth Pledge Leads

HOURS: 37 hrs per week

SALARY: £32,000 - £35,000 stakeholder pension + mileage allowance

Outline of post

The Senior Manager (Operations and HR) with the CEO and Lead staff will develop and maintain successful and beneficial relationships with key stakeholders in the local community of Cumbria. The post holder along with other senior members of the team will work closely with and deputise for the CEO. This will include strategic representation and co-ordinating business matters. They will manage the staff and resources within the organisation effectively and efficiently, so that targets and objectives are met, and young people receive the best possible service leading to learners achieving their full potential. Reporting to the CEO, they will also be responsible for ensuring smooth and efficient running of the organisation by providing leadership in all operational and HR matters, including all necessary office duties / operations to ensure efficient office management and compliance with CYA policies and practice. The post holder will lead and direct the routine functions of HR within the organisation. Maintain all records both paper copies and databases in line with GDPR regulations. They will lead implementation of policies and procedures including safeguarding practices and training in order to fulfil CYA's vision whilst ensuring financial viability. They will be the Lead Safeguarding Officer for the organisation.

Stakeholder Relationships

- Work with relevant Project Leads to build positive and productive relationships with referral agencies and key partners to ensure partnership working leading to successful collaboration of programmes, with project capacity and sustainability.
- Support CEO and Project Leads to work with key partners to secure new business and meaningful partnership working for the benefit of our young people and the community.
- Engage with young people, their parents and guardians through external and internal events and activities

Resource Management

- Ensure that all projects are resourced from within the planned budget with the required staffing, equipment and facilities including resources required for those with particular needs to ensure young people's success

- Work with staff, young people and partners to make sure that all projects are carried out in an appropriate, safe and practical working environment for all.
- Facilitate the participation of student teachers, staff, volunteer tutors, members of youth organisations both paid and voluntary, local community volunteers and mentors within our projects where appropriate and practical.
- Write specification and lead procurement to successful tender of MIS, IT services, Office Accommodation, rental resources, and all other relevant services
- Ongoing Management of robust systems, set up for recording and reporting purposes. Including the introduction of a MIS, ensuring it is fit for purpose and delivers the reporting and team functionality required. Work with developers to improve systems and manage technical issues.
- Lead the successful introduction of a Registered Training Centre, and thereafter support staff to develop the centre to offer and deliver high quality, relevant training as a sustainable income source for CYA.
- Work with and line manage strand Leads to ensure that all projects are promoted and communicated effectively across all available means including the CYA website, Newsletter(s) and social media.

HR and Recruitment

- Overseeing recruitment, selection and the onboarding process including DBS checks.
- Induction training including policies and procedures, structure, and mandatory training.
- Complete Performance Development Reviews with direct staff and Identify Individual training and development plans.
- In conjunction with Managers, gather relevant information concerning staff training – ensure training records and needs are recorded and up to date – following CYA training procedure
- In conjunction with CEO and Managers ensuring that a company's procedures comply with employment regulations
- In conjunction with Managers, monitoring employee's performance, attendance and sick leave.
- Reporting and recording of all work-related sickness / absence / injury.
- Authorising and monitoring Annual Leave, time off in lieu and flexi-time.
- Identifying and accessing training needs, designing, sourcing, and implementing training accordingly and within agreed budget.
- Supporting CEO and Leading staff with disciplinary processes and formal grievances
- Working with CEO and Infrastructure Lead to set and review pay structures, employee packages and benefits

Financial Management

- Working with the Infrastructure lead to support the management of processes and procedures
- Reviewing and approving operational invoices and forwarding them for payment.
- Support the Infrastructure Lead to ensure day to day financial management, including issuing of cheques and banking undertaken in a timely manner.

Project Planning, Development and Monitoring

- Support the Infrastructure Lead to ensure the monitoring of planned and actual delivery profiles of each project for monthly financial and performance reporting to the CEO, Board of Trustees and Funders as required. Agree and monitor corrective actions with CEO and individual staff members.
- Oversee the operations of the Youth Promise and Youth Ambition Strands to ensure compliance, monitoring, budgets, and performance.
- Ensure compliance with laws and regulations, and that all project paperwork and procedures are compliant and meet the requirement of CYA, the funding bodies, Ofsted and any other relevant bodies.
- Consult with staff and support them to consult with young people, employers, funders, members, and key partners to inform regular project review and planning.
- Maintain current policies and procedures ensuring implementation and understanding by all staff to facilitate an ongoing self-assessment process.
- Ensure that all staff own and understand key data that relates to the performance of their area
- Attend relevant meetings and working parties in order to share good practice with staff and key partners.

General Responsibilities

- Deputise for the CEO, Infrastructure Lead and senior team when appropriate, and undertake any additional tasks and responsibilities, reviewed annually in line with the needs of the organisation
- CYA is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff to hold appropriate qualifications and demonstrate their understanding and commitment.
- Conduct staff review/performance management meetings including the identification and organisation of the training needs of self and others.
- Take appropriate responsibility to ensure the health and safety of self and others.
- Pursue the achievement and integration of equal opportunities throughout all CYA activities.
- To undertake other tasks as appropriate to ensure the effective functioning of the organisation as requested by the CEO

Senior Manager (Operations and HR)

Person Specification

	Essential	Desirable	Method of Assessment
Qualification & Training			
Educated to degree level in Business / HR or similar, or at least 4 years relevant experience	Yes		Application Form / Interview
Experience of managing multiple teams	Yes		Application Form / Interview
L3 Safeguarding	Yes		Application Form / Certificate
A portfolio of experience and/or training relating to staff recruitment and Performance Management	Yes		Application Form
Experience			
Working or involvement within the community, voluntary and social enterprise sector and learning skills sector	Yes		Application Form / Interview
Experience of working with young people		Yes	Application Form / Interview
Managing an operation and its resources	Yes		Application Form / Interview
Proven experience of managing safeguarding situations and ensuring safeguarding protocols are embedded, and staff are continually updated	Yes		Application Form / Interview
Skills & Knowledge			
Excellent written and oral communication skills including Microsoft Office applications	Yes		Application Form / Interview
Ability to engage effectively with and motivate staff and key stakeholders	Yes		Interview
Ability to manage and resource programmes and staff to enable them to deliver outstanding projects within an agreed budget and timeline	Yes		Application Form
Ability to promote the organisations activities through effective communications including social media	Yes		Application Form / Interview
Attributes / Other Requirements			
Able to obtain a satisfactory enhanced DBS clearance.	Yes		Interview
Passionate about supporting young people to achieve their full potential	Yes		Interview
Proven leadership qualities	Yes		Interview
Able to travel independently including evening and weekends	Yes		Application Form