

Operations Manager Candidate Pack

We want a world that is Disability Positive



Charity No: 1091744
Company No: 4050994

disability
positive

Contents

| | |
|---------------------------------------------|-------|
| Introduction | 3 |
| Who are we? | 4 |
| Our Services: For Adults | 5 |
| Our Services: For Children and Young People | 6 |
| Our Services: For Everyone | 7 |
| Organisation Structure | 8 |
| Future Plans | 9 |
| Benefits & Purpose | 10 |
| Scope | 11 |
| Key Tasks | 12,13 |
| Person Specification | 14 |
| Recruitment Process | 15 |
| Contact us | 16 |



Introduction

Dear Candidate,

Thank you for your interest in Disability Positive, a charity that has dedicated itself to the lives of people with lived experience of disability and long-term conditions, and their families across Cheshire and surrounding areas since 1992.

We pride ourselves on being a great place to work and progress, and we employ an amazing workforce of over 70 people. We have experienced substantial growth since inception and our services have successfully increased to the point that we are well recognised as a trusted, influential, and supportive organisation, providing services, opportunities, and voice to over 10,000 people with lived experience of disability and long-term conditions per year.

We know it matters, as we live with disability and long-term conditions too.

We hope that you are the kind of person we are looking for, someone; organised, driven, and professional to work within our Management team.

If you are interested in the role, please return your completed application to hr@disabilitypositive.org

We'd love to hear from you.

Lynne Turnbull
Chief Executive Officer



Who are we?

We are Disability Positive.

We are a charity based in Cheshire and work mostly in the North West. We love working with others who think like us.

We provide services, opportunities and a voice to people living with disability and long-term health conditions and their families.

We have services to help people with everyday life, being part of their local community and looking after their own wellbeing.

We can offer advice, help with practical tasks and advocate for people in lots of different situations.

We listen and share people's experiences to influence positive change in government policy.

We know it matters, because we live with disability and long-term health conditions too.

Our Values

- **Positive:** It's not just our name, it's how we approach every challenge and opportunity.
- **Collaborative:** We don't believe we can do everything ourselves; we love working with others who think like us.
- **Representative:** We are here to be the voice of people living with disability and long-term health conditions.
- **Ambitious:** We are not going to change the world without thinking big.
- **Trustworthy:** We need to be a place where people feel safe and can come freely for honest and impartial advice and support.

The social model of disability is the starting point for everything we do and is the idea that people are not disabled by their condition, but by a world that doesn't meet their needs.



Our Services: For Adults

Arrangement of Care and Support Service

Support with making sure people's care works for their needs.

Advocacy

Supporting people to say what matters to them and upholding their rights.

Good Company

A fully accessible social group for adults, meeting regularly with the opportunity for day trips too.

Payroll

Supporting people who employ Personal Assistants with payroll management.

Supported Banking

Getting support with banking and auditing for direct payment recipients.

Learning Service

Access to learning and development opportunities for people who employ Personal Assistants, and their Personal Assistants.

Telephone Information Advice Line

Supporting people to access the information they need provided by us or others.



Our Services: For Children and Young People

Advocacy

Supporting people to say what matters to them and upholding their rights.

Arrangement of Care and Support Service

Support with making sure people's care works for their needs.

Cheshire West Community Connections

Support young people to connect to their local community.

Sensory Hive

Sensory based after school club for young people ages 5-11

Buzz Youth Group

A fully accessible youth group supporting those aged 5-18 to try new things and meet new friends.



Our Services: For Everyone

Volunteer Opportunities

We couldn't be without our team of dedicated and enthusiastic volunteers. People can volunteer their time across a range of services, or join us for a work placement, to gain new skills and contribute to our work.

Membership

We need our members to share their views so that we can continue to develop our services, and be a strong voice to influence local, regional, and national government policy.

We welcome anyone with lived experience of disability or a long-term condition or with caring responsibilities.

Policy Influencing

Policy influencing is what we do to influence positive change with local, regional and national government. We want to be a voice for our members and people with experience of disability and long-term conditions and use their views and experiences to influence the kind of changes we want to see.

Disability Equality Training

Support to better understand disability, reducing barriers and changing attitudes.



Organisational Structure

We are a registered charity and company limited by guarantee.

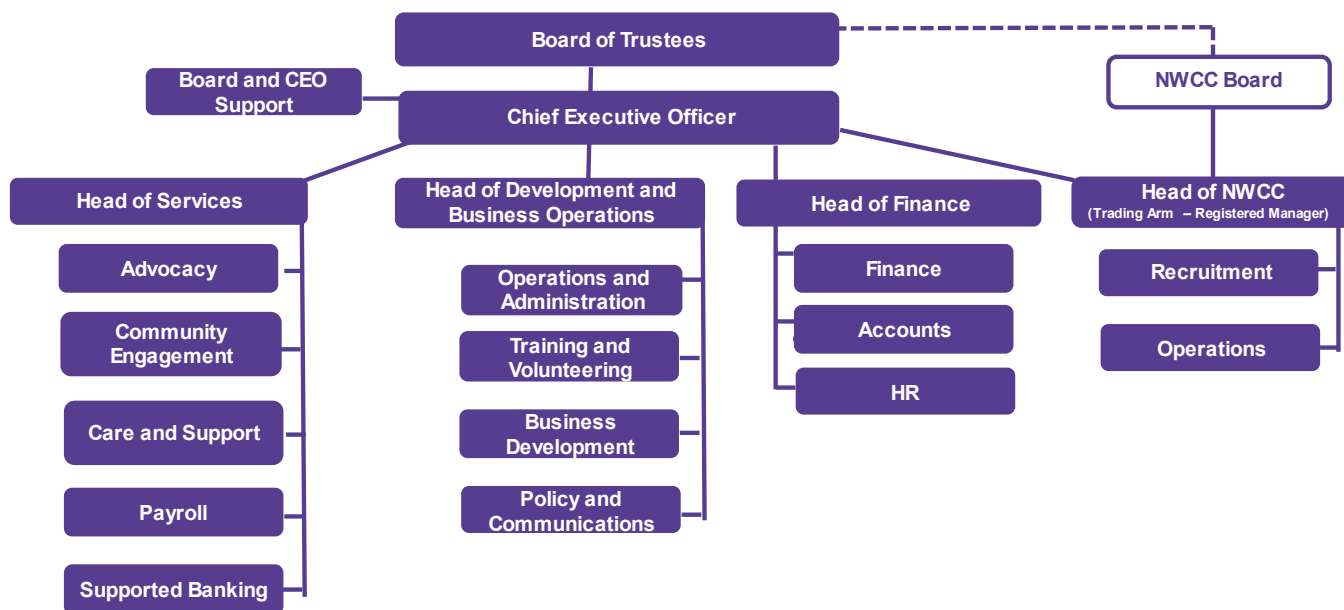
We are governed by 11 trustees who are known as our Board of Trustees. The Board of Trustees are both Directors of the company for the purposes of the Companies Act 2006 and Charity trustees for the purposes of the Charities Act 2006.

The Board of Trustees are responsible for the governance of Disability Positive. Our Board of Trustees have lived experience of disability and long-term conditions and bring a mix of skills that are essential to good governance, ensuring that our activities are conducted in line with our charitable objects, as detailed within our Articles of Association. In addition, we have over 240 members of the charity who all have lived experience of disability and long-term conditions.

Day-to-day management is delegated to the Chief Executive Officer and Senior Staff through a Scheme of Delegation of Board Authority.

We currently employ 58 FTE staff (82 people), with additional support across our services through volunteers. 70% of our workforce also have lived experience of disability and long-term conditions.

Our Organisation Chart



Future Plans

We have finalised our new Strategy 2020 - 2030, with a focus on three strategic themes:

- Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.
- Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.
- Positive about giving a voice to people with lived experience of disability or long-term health conditions.

We are in a strong financial position, with a robust balance sheet and reserves policy which has supported and should continue to support expansion of our services.

A major part of our income comes from delivering services under contract with a number of Local Authorities and Clinical Commissioning Groups in Cheshire East, Cheshire West and parts of the Northwest. We also provide a number of services that individuals purchase directly from us.



Benefits & Purpose

| | |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Title: | Operations Manager |
| Grade: | Grade 3 |
| Salary: | £30,500+ per annum, (dependant on experience), increasing after successful probationary period. |
| Hours: | Full Time, 35 hours per week. |
| Holiday Entitlement: | 25 days per year (+ Bank Holidays and 3 extra days for Christmas Shutdown.) |
| Other Benefits: | An additional two days gifted leave for your Birthday each year. Salary Sacrifice and Private Health Care (with medical history disregard) upon completion of probationary period. |
| Direct Reports: | Minimum of 3 |
| Reporting to: | Head of Development & Business Operations |

Purpose

To work as part of the Company's Management Team, with responsibility for operations, including premises, licensees, health & safety, data protection and the organisation's Reception and Telephone Helpline function to ensure the smooth running of the office.

| Critical Competencies | | |
|--------------------------------|---------|------------------------------------------------------|
| Delivering Success | | |
| Achieving Excellence | Level 2 | Organises resources and pursues excellence |
| Providing Direction | | |
| Influencing | Level 1 | Uses information and ideas persuasively |
| Inspiring | Level 2 | Builds confidence |
| Communication | Level 3 | Maximises communication |
| Working with People | | |
| Building Understanding & Trust | Level 2 | Develops a full understanding of others' perspective |
| Developing People | Level 4 | Builds a learning culture |
| Collaborating For Success | Level 2 | Builds involvement and participation |
| Creating Solutions | | |
| Gathering Information | Level 3 | Improves information systems and processes |
| Understanding Issues | Level 2 | Builds a comprehensive understanding |
| Finding Solutions | Level 3 | Uses scenario planning |

Scope

Strategic scope

- Has the freedom to make decisions within the medium-term objectives for a single department. (e.g. set individual targets).
- Has a range of management and leadership skills.

Business skills

- Responsible for the operations covering multiple departments/functions, including premises, licensees, IT Support, health & safety and data protection.
- Involved in the operational or transactional part of the business but also has some influence on strategy and budgets for their business area.
- Keeps up to date with changes and new developments in their area of expertise.

Complexity

- Creatively applies a wide range of technical and/or management principles.
- Performs a range & variety of technical activities.
- Demonstrates clear leadership and the ability to influence and persuade.

Autonomy

- Establishes objectives for their work area & delegates responsibilities.
- Accountable for actions and decisions made not only by themselves but subordinates.

Technical roles

- Acts as the Data Protection Officer and Health & Safety Officer for the Company, and
- Has supervisory or management responsibility for 3 more staff members.
- Subject matter expert within their own discipline and has a broad understanding of all aspects of the Company.
- Maintains awareness of developments in the sector of relevance to key tasks.
- Understands the implications of new technologies and legislation on their area of specialty.



Key Tasks

Strategy

- Deliver on designated areas of responsibility to meet the strategic plan, including responsibility for operations, including premises, licensees, health & safety and data protection and the organisation's Reception and Telephone Helpline function.
- Adopt a continuous improvement culture within the office, to improve quality, efficiencies and reduce costs.

Governance

- Ensure that the operations have efficient and effective processes in place to effectively manage/reduce risk.
- Ensure that the departments have sufficient relevant knowledge concerning the security of information and systems.
- Ensure the Reception and Telephone Helpline team have awareness of the requirements of the Company policies.
- Report against key performance indicators for area of responsibility in line with contract expectations and requests from the Head of Development and Business Operations.

Communication & Relationships

- Ensure effective relationships are established and maintained with Senior Management, staff members, licensees and other stakeholders.
- Build an effective working relationship with the Head of Development and Business Operations.
- Ensure that the Head of Development and Business Operations receives appropriate advice and information on all relevant operational matters.
- Provide reports for presentation at Management meetings, regarding performance of Company spend on maintenance/premises, health & safety, data protection, cyber security and Reception and Telephone Helpline team, and escalate any key risks, as required.
- Uphold the Company values.
- Lead by example and motivate teams.
- Keep up with developments in the sector of relevance to the role and modern business practices by reading legislative updates, guidance and consulting with peers.

Team Management

- Manage the development and performance of the Reception and Telephone Helpline team (paid staff and volunteers), including the appointment, induction, training, mentoring and performance monitoring of the Team.
- Manage the induction for all new staff across departments on key Company operations: phone system, IT, data protection and health & safety before Department Managers completes role specific inductions.

Key Tasks

Other

- Act as support for fellow Management Team where necessary.
- Responsible for the arrangement of the opening and closing of the office each day.
- Act as the first point of contact for informal customer complaints and monitoring response times for formal complaints across the organisation and de-escalate to avoid a formal complaint being raised.
- Manage the day-to-day requirements of Health & Safety and maintenance.
- Act as the Companies Data Protection Officer.
- Maintain Cyber Essentials Accreditation.
- Monitor and report on the Organisations environmental impact as part of the Companies Social Value Policy.
- Liaise with our outsourced I.T support services, phone providers and website support and be the point contact for any issues.
- Project manage specific building/maintenance/IT works required at the Company offices (including oversight of license agreements and use of room hire).
- Plan and ensure all maintenance and servicing is completed to legal timescales and requirements.
- Manage the procurement of all office consumables and ensure value for money.
- Undertake any other duties so directed by the Head of Development and Business Operations and within the scope of this post.

Person Specification

| Criteria | Essential | Desirable | Assessed by |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| Qualifications /Experience | <ul style="list-style-type: none"> • Experience of operations/office management including facilities and premises. • Experience of maintaining operational functionality of a medium sized organisation. • Effective leadership and management experience • Experience of monitoring contracts with external suppliers and ensuring KPI's are achieved. | <ul style="list-style-type: none"> • Management Qualification. • Experience of working with public and licensees. • Project Management experience. • Formal Health and Safety Qualification. • Formal DPO Qualification. | Application and Interview. |
| Knowledge | <ul style="list-style-type: none"> • Working knowledge of Health and Safety and legislation • Working knowledge of GDPR/Data Protection • Proven understanding and experience of partnership and collaborative working. | <ul style="list-style-type: none"> • Understanding of the role of support organisations that promote independence of disabled people. | Application and Interview. |
| Skills/ Abilities | <ul style="list-style-type: none"> • Exceptional IT skills. • Ability to work within budget. • Excellent communication and presentation skills both written and oral at all levels. • Ability to work as part of a team and on own initiative. • Proven planning, time management and organisational skills. • Drive, energy, and enthusiasm. • Proactive and hands-on attitude. | <ul style="list-style-type: none"> • The ability, willingness, and flexibility to work outside office hours, if required. | Application and Interview. |
| Other | <ul style="list-style-type: none"> • A commitment to equality and diversity. • Commitment to achieving positive outcomes for disabled people. • A commitment to the Company vision and values. | <ul style="list-style-type: none"> • Ability to travel to the office. | Application, Interview and Pre-Offer Checks. |

Recruitment Process

How to apply

If you are interested, please complete the following, and return by email to HR@disabilitypositive.org

- Covering Letter & CV, detailing why you are right for the role and how you meet the essential criteria in the person specification.
- Recruitment monitoring form.

Timetable

Deadline for applications: 8 April 2024 11:59pm

Interviews: 16 April 2024

What we do with your data

In accordance with the Data Protection Act 1998, and the General Data Protection Regulations 2018, the information provided in your application will be used as part of the recruitment and selection process and may be disclosed to those who need to see it.

It will also form the basis of the confidential personnel record of successful applicants.

In the case of unsuccessful applicants, the application form will be destroyed after 6 months, in line with our [HR Privacy notice](#).



Contact Us



Address: Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU

Telephone: 01606 331 853

Email: hr@disabilitypositive.org

Website: www.disabilitypositive.org

Facebook: www.facebook.com/disabilitypositive/

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