



Job Description

Job Title:	Operations and Development Manager
Responsible to:	Chief Executive
Direct Reports:	Area Leads / Project Managers
Hours:	37
Location:	working across Ashiana services and remotely; based in Sheffield Head Office 2 days per week Role includes regular travel regionally and nationally
Salary:	£28,000 - £35,000

Purpose of the job:

The Operations and Development Manager will manage service operations across all Ashiana contracts and projects. The post holder will work with Chief Executive and Trustees, as determined, to ensure contractual compliance and high quality services.

The post holder will deliver the organisation's strategic aims to build upon our existing work providing increased knowledge, responses and services to women from BAMER communities whose lives have been affected by violence and abuse.

The post holder will also work with the Chief Executive, to focus on strategic and operational service delivery and expansion, including fundraising, partnership building, programme development and promotion, with a particular focus on communities, local authority, statutory and third sector organisation relationships, representing the organisation at a senior level both internally and externally.

Main Responsibilities

Service staff and resource management

- Implement the strategic plans and overall management of Ashiana ensuring the successful strategic development of the organisation, including business planning, internal policies, procedures and quality standards, cross-departmental working and external relations.
- Monitor quality assurance and provide direction and support to delivery teams.
- Production and implementation of operational work plans and budgets in line with Ashiana strategic plan
- Management of staff and resources to achieve required service response, quality and cost performance indicators, including housing management and support, are delivered effectively and efficiently to meet regulatory, legislative and quality standards that are relevant to the service.
- Management and monitoring of services budgets including analysis, reporting and action on variances
- motivate and inspire other managers and staff team to deliver high performance and achievements

- Development and oversight of staff induction, appraisal and supervision systems and in line with required competencies
- Resolving performance issues among staff and volunteers engaged in services
- Act as safeguarding lead for the organisation

Managing Contract Performance

- Monitoring performance against targets and deliverables
- Financial tracking and monitoring of contract and grant income (alongside the Finance Officer)
- Ensuring contractual and regulatory compliance
- Reporting contract and grant performance trends and issues to service delivery staff and senior management
- Ensuring compliance with regular internal and contractual quality assurance and security audits; continually developing and implementing improvements

Relationship Management

- Maintain relationships with Commissioners and Monitoring Officers
- Attend Partnership Meetings for contracts Ashiana delivers on
- Manage relationships with partners from whom Ashiana sub-contracts delivery, satellite space and other relevant services

Reporting

- Responsible for ensuring all funding and contract monitoring and monitoring reports are accurate and submitted in a timely manner
- Production of regular Contracts Management and staffing reports for internal senior management decision making
- Production and co-ordination of quarterly board reports and statistics
- Ad hoc reports as requested by the CEO, board and funders

Service and Business Development

- Analysis of performance leading to service changes and improvements to increase user and funder outcomes/level of satisfaction/perceived value of the service
- Collaborative working with commissioners and senior operational managers across a range of sectors and organisations in order to strengthen the role and contribution of existing services and create new opportunities
- Negotiation, development and implementation of new, scaled up or pilot services in collaboration with external and internal management functions and staff
- Working with the Fundraiser, Training Development Officer and other staff to develop income streams. Managing implementation and growth
- Development and monitoring of workforce plans including competency frameworks to meet the operational requirements of the organisation
- Management of change plans including internal and external communications, HR and related technical issues.
- Production and presentation of reports and updates to CEO, to support internal strategic and performance review processes (including to Board) and with external development work groups and fora

Representing the Organisation

- Representing the organisation at external events locally, regionally and nationally

Other responsibilities

- Work collaboratively with other members of Ashiana management team.
- Meet legislative and all relevant regulatory requirements
- Ensure the values of Ashiana are upheld across the organisation
- Carry out duties in accordance with Ashiana principles, policies and procedures
- Lead on the development and monitoring of quality assurance systems
- Liaise with other providers on improving and linking the delivery of services
- Strategic involvement with fundraising, PR and social policy work
- Attend meetings and training courses as required, including regular supervision meetings and annual appraisal with the CEO
- Undertake from time to time such other tasks as may be required including administrative duties in connection with the post
- Uphold and implement the policies and procedures of Ashiana throughout all aspects of the work of the organisation

Person Specification

Essential	Desirable
<p>Experience</p> <ol style="list-style-type: none"> 1. Minimum 3 years direct experience of operational management including staff management, networking and strategic planning 2. Experience of income generation and development of diverse income streams 3. Experience of managing large statutory, private and public sector contracts 4. Experience of contractual performance management 5. Experience of handling and interpreting large quantities of data 6. Experience of project planning 7. Evidence of successful collaborative working with public sector senior managers, professional practitioners and / or commissioners 	<p>Relevant management qualification and/or equivalent at Level 7 or above</p>
<p>Skills</p> <ol style="list-style-type: none"> 1. Excellent communication skills, highly articulate verbally and in writing 2. Strong interpersonal, influencing and negotiating skills and experience 3. Well organised and capable of meeting deadlines 4. Workforce planning and development. Leadership to motivate a staff and volunteer workforce within a rapidly changing environment 5. Ability to reflect, provide experience and empower front line delivery team 6. Strong skills in finance and budget management 7. High level of accuracy and attention to detail 8. Computer literate 	
<p>Knowledge</p> <ol style="list-style-type: none"> 1. Understanding and empathy for BAMER women affected by violence and abuse, the operating environment and key current issues and opportunities 2. Specialism in one or more of the following: Domestic Abuse, Forced Marriage, Honour Based Violence, FGM, Human Trafficking and Modern Slavery 3. Wide knowledge of outcomes and value-based approaches to service development and delivery 4. Good understanding of H&S, QA and Safeguarding processes and application 5. Awareness of the effects of human trafficking and modern slavery on survivors 	
<p>Personal Qualities</p> <ol style="list-style-type: none"> 1. Self-motivated 	

<ol style="list-style-type: none">2. Well organised3. Resourceful & able to think clearly under pressure4. Shares Ashiana's values and ethos, and committed to our vision5. Assertive but empathetic. A good listener and non-defensive in approach6. Self-directed. Willing to take responsibility and be held accountable	
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