



The Trust for Developing Communities

Operations Manager

Application Pack

Welcome Letter	2
About TDC	3
Job Description	4
Person Specification	5
Application Process	7



Welcome Letter

Dear Candidate,

Thank you for your interest in taking a central role with The Trust for Developing Communities. We work with over 6,000 people each year to tackle inequality in Brighton and Hove, delivering community development, equalities and youth work to create community-led solutions.

The new **Operations Manager** role will suit a skilled and ambitious professional who would relish the chance to overhaul a growing charity's central services and operational systems.

We are at an exciting time of organisational growth as we seek to lead a new citywide partnership overseeing both community development and engagement work across the city, and in response to increasing demand to expand our youth work delivery.

This is one of two new central roles who will be instrumental in enabling TDC to deliver our ambitious, dynamic programme of radical community-led solutions, as we transform our organisational infrastructure to become a healthier, more sustainable and more integrated organisation.

The objective of the role is to manage the central services of TDC to ensure high levels of operational effectiveness – including human resources, ICT, project planning and office management.

The ideal candidate will share TDC's community development values and be excited by the opportunity to contribute to a charity that is making a real impact.

You will bring significant experience of improving the operational systems of an organisation and will have insight into how effective central services can translate into making a real difference in communities.

You will look forward to the chance of joining a skilled and dedicated Senior Leadership Team.

I am sure that, for the right candidates, this role will offer a fulfilling working opportunity and the chance to make a significant difference to the people of Brighton and Hove, and beyond.

TDC is absolutely committed to achieving greater diversity within our staff team, and we welcome applications from all.

If you feel inspired by this opportunity, then we very much look forward to hearing from you.

Athol Hallé,
Chief Executive,
The Trust for Developing Communities



About TDC

Since TDC's inception in the year 2000, our primary focus has been community development work directly with neighbourhoods experiencing deprivation in Brighton and Hove. We have gone on to develop a broad range of grassroots services supporting young people, Black and Minority Ethnic communities and older people.

The strong trusting relationships we have built up with communities and partners has enabled us to grow considerably in size and impact over the years. We now employ 40 staff with a turnover of over £1,000,000. Despite our positive impact with excluded communities, there is much more work to be done to reduce the unacceptable health, social and economic inequalities that cast a shadow across our city.

Our Context Brighton and Hove is a uniquely creative and progressive City, which faces many challenges – there are areas where 43% of our children live in poverty and life expectancy is nine years shorter; whilst across the city we have the fourth highest level of suicide in the country and the second highest number of people sleeping on our streets. This is not ok.

Our Vision is for Brighton and Hove to become a city of equality, diversity and inclusion where our communities thrive.

Our Mission is to deliver community-led solutions.

Our Values

Community *“Strong communities are the key to health and happiness!”*

Community-led solutions produce longer lasting and more meaningful change. When we connect people, organisations and communities this maximises our resources and improves our well-being. Together we are greater than the sum of our parts.

Equality *“None of us can truly thrive whilst some of us are in poverty!”*

To address economic, social and health inequalities, we recognise that everyone has different needs and opportunities. It is essential that resources are focused where they are most needed to enable everyone to play their full part – which benefits us all.

Diversity *“Our diversity is our strength!”*

We are enriched by our range of cultures, situations, sexualities, genders, faiths, ages and abilities. This unique blend gives us the experience and perspectives we need to address our city's problems.

Inclusion *“There is no ‘them and us’ only us!”*

We all have something valuable to offer, so when we support people to participate, including our most excluded and vulnerable citizens – everyone gains from this.

Our Work

Neighbourhoods. We deliver community development work in areas of deprivation within the city focused on developing community-led groups. This includes specialist work to support older people.

Youth Work. We deliver two significant youth work contracts for Brighton and Hove City Council in the North and East of the city. Additionally, we deliver individual support to young people around health and well-being and coaching. We also lead the citywide detached youth work programme *Brighton Streets*.

Equalities. We support excluded communities with a range of projects including: psychosocial support; language support for refugees; Community Buildings Network; social prescribing; training; community learning; community research with the University of Brighton; and more.

Operations Manager Job Description

Overview

Job Title: Operations Manager

Hours: 21 -28 Hours per week (to be agreed)

Salary Scale: £30k-£35k pro-rata (NJC Scale points 27-33) + 6% pension.

Holiday: 25 days a year, plus an extra 3 days at Christmas, and all Bank Holidays. Pro-rata.

Location: TDC's head office is at Community Base, 113 Queen's Road, Brighton.

Responsible for: Administrator

Reporting to: Chief Executive

Objective

To manage the central services of TDC to ensure high levels of operational effectiveness – including human resources, ICT, project planning and office management.

Principal Responsibilities

1. **Human Resources.** Ensure TDC's human resources policies and procedures are legally compliant, aim for sector best practice and manifest our community development values. Overseeing use of HR software, HR Advisory Support contract and recruitment processes to ensure the HR function is implemented effectively.
2. **Quality Standards.** Oversee the process for ensuring that all TDC's policies and procedures are up to date with reference to legal compliance and sector wide best practice; that they are 'owned' by the staff team; and that they are fully embedded in our work. Oversee TDC's progression to Level 2 of the Trusted Charity Quality Mark.
3. **Organisational Planning and Project Management.** Develop TDC's planning and project management systems, providing tools to support the organisation to deliver all our work within time, budget and targets.
4. **Office Management.** Oversee TDC's use of office space to maintain healthy, practical and cost-effective working environments for all staff and volunteers. Overseeing the proactive provision of administrative support to enable staff to deliver more effectively.
5. **ICT.** Ensure the organisation's efficient and secure use of Information and Communications Technology. Oversee TDC's IT support supplier and the use and purchase of equipment. Oversee the process to procure, implement and manage a new customer relationship management system to meet both operational and impact capture needs.

6. **Governance & Risk.** Support the Trustees to perform their governance function as effectively as possible, through supporting Board and Sub-Committees meetings. With the support of the Chief Executive, oversee TDC's risk management framework, ensuring compliance with regulatory requirements, including compliance with safe data collection practices.
7. **Management.** To manage the budget and staffing of TDC's central services.
8. **Finance.** To work in partnership with the Finance Manager, Treasurer and Senior Leadership Team to implement improved finance systems.

General

9. **Leadership.** To contribute to the strategy and operations of TDC as a member of the Senior Leadership Team.
 10. **Equal Opportunities.** To implement and promote TDC's Equality and Diversity Policy. A positive attitude towards equal opportunities and anti-discrimination practice should permeate all aspects of our work.
 11. **General.** To undertake all other reasonable tasks as requested by your Line Manager.
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Operations Manager Person Specification

Essential Skills and Experience

1. **Operations Management Experience.** A minimum of three years' experience supporting the smooth operations of a charity or similar enterprise.
2. **Human Resources.** Significant experience of running effective processes for employing staff.
3. **ICT.** Experience of supporting an organisation's use of Information and Communications Technology – including excellent personal IT skills.
4. **Planning and Project Management.** Experience of leading organisational planning processes and developing project management systems.
5. **Finance.** Experience of budget management, procurement and managing suppliers.
6. **Impact.** Knowledge of evaluation and impact measurement systems.
7. **Communications.** Excellent written and verbal communication skills and the ability to relate well to a broad range of stakeholders.
8. **People Management.** Capacity to lead staff in an effective and flexible way
9. **Values.** To demonstrate a commitment to TDC's community development values.
10. **Teamwork.** Ability to work as a member of a team with a positive, lively, enthusiastic and flexible approach to the work.
11. **Equal Opportunities.** A commitment to equal opportunities practice.

Desirable Skills and Experience

12. **Qualifications.** A qualification in Project Management, Human Resources or ICT Management.
 13. **Quality Standards.** Experience in leading the process for gaining quality standards.
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Application Process

To Apply:

Please email **both** a CV and a Supporting Statement. The Supporting Statement should explain why you are interested in this role with TDC and detail the skills and experience you feel you would bring. The statement should relate directly to the Job Description and Person Specification.

Please provide details of two referees. References will only be taken up if a job offer is made and only with prior permission.

Your Supporting Statement should be no more than **two** pages of A4 (not including CV and referee details).

Please email completed applications to TDC on info@trustdevcom.org.uk, stating the role you are applying for.

Closing Date:

The closing date for applications is **Monday 20th January** 2020 at 10.00am

We will aim to notify candidates if you have been shortlisted for interview by 5.00pm on Wednesday 22nd January.

Interviews:

The provisional date for interviews is Thursday 30th January at the TDC Office - Community Base, 113 Queens Road, Brighton, BN1 3XG

If you would like to discuss this role, or are interested in applying for both the Operations Manager and Finance Manager roles, please contact:

Athol Hallé, TDC's Chief Executive on atholhalle@trustdevcom.org.uk or 01273 234 769.

TDC is committed to achieving greater diversity in its Staff Team and welcomes applications regardless of sex, gender, race, age, sexuality, belief or disability.

Thank you for considering applying.

Good luck!

The Trust for Developing Communities

Registered Address: Community Base, 113 Queens Road, Brighton, BN1 3XG
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