



Operations Director

Recruitment Pack

Thank you for your interest in becoming Slough CVS's Operations Director.

About Slough

Slough is a vibrant and diverse town which has been ever changing and this is reflected in the character of our community and voluntary groups. There is always a new need to meet or a new organisation with an idea for a project.

Slough CVS (SCVS) has a history of working closely with Slough Borough Council and the local health service. Here we have achieved a strong local outreach, through a network of more than 500 charities across Slough. SCVS continue to be representatives on several Strategic Boards across the two Boroughs, including the Health and Wellbeing Boards, Local Outbreak Management Cell, Slough Place Based Committee, Slough Leaders Group, Health and Social Care Partnership Board, and Local Safeguarding Children and Adult Partnerships.

SCVS continues to serve the people of Slough, as it has done for the past 88 years. The last two years have been the most challenging years in the history of SCVS, where we have demonstrated that we can unite together as #OneSlough, to not only serve the people of Slough but help fight against a pandemic and protect and save the lives of local and vulnerable residents. The #OneSlough model has been recognised at the highest levels, as being an excellent way of community engagement and partnership and this model will continue beyond the pandemic. We are also delighted that Slough CVS won the NAVCA Partnerships award in 2020.

We look forward to working closely with the successful applicant.

The Board of Trustees

"The Operations Director is a pivotal role at the heart of Slough CVS. The Operations Director oversees all operational aspects of the organisation's strategy, helps set strategic goals and is responsible for the flow of operations information to the Chief Executive Officer and the board."



About Slough

Slough is ranked the most diverse town outside of London (2011 Census). We represent community groups and volunteers from many diverse cultures and are proud to be part of an integrated and cohesive community that have united hundreds of volunteers and community champions in such a short space of time.

The COVID-19 pandemic has created an entirely new environment for the voluntary and community sector to work in. We understand that many local groups have adjusted their ways of working to provide immediate support, however they will need to revisit their approach and skills as the "new normal" situation begins to evolve and Slough CVS's core aim is to help them through this process.

Working in partnership is at the heart of our success. We work with other organisations strategically and operationally and with agencies across the public, private and voluntary sectors. Capacity within our staff team has been invested in developing trust, relationships and a strong, shared understanding amongst our #OneSlough partners and with our business colleagues, in order to achieve a collaborative approach to supporting voluntary organisations.

**Slough CVS works
with over 500
groups across the
town and
surrounding areas**



About Us

At Slough Council for Voluntary Service (SCVS), we make our community and town a better and safer place. We want to make sure our communities are working together to develop the greatest positive impact on everyone.

Slough CVS exists to support and develop the voluntary sector in Slough and surrounding areas. Acting as an umbrella body, we bring continuity to the sector, while enabling members to continue delivering vital support to the local community.

We believe that the voluntary sector are the pillars of our society and by acting together, we ensure that all our groups have a big voice in Slough. SCVS is passionate about helping small charities to work more effectively in the local community and provide the best training, advice, support, and tools so that groups can provide the best outcomes for users, in a safe and practical way.

We have over 500 voluntary and community organisations group members and the numbers continue to grow. Our members empower people to take control of their lives. They work with under-represented communities to tackle poverty and disadvantage, address inequalities and improve the environment. More recently, during this pandemic, it is our communities and groups that have worked together to help save and protect lives. SCVS bring their energy and expertise together to achieve change.

Our Key Priorities for 2022

Poverty

Working together with key partners to reduce poverty in Slough

Volunteering

Improving residents' wellbeing through volunteering

Carers

Ensuring our residents have access to the right support when they need it



Our Values and Beliefs

Our Vision

Working together to build stronger, healthier and safer communities. Slough CVS want voluntary and community action to have the greatest positive impact on our residents in Slough.

Our Mission

- We create the support and networks that help people, voluntary and community organisations, and businesses to use their time and energy most effectively.
- We provide groups and community organisations with high quality training, advice, support, tools and volunteers so that groups can thrive and protect their communities.
- We link local people and partners to our voluntary group's activities and enhance community cohesiveness, thus building stronger, healthier and safer communities in Slough and surrounding areas.

Our values are important to us

Honesty

We value integrity, transparency and openness in everything we do

Fairness

We are committed to fairness and equality within Slough's voluntary sector

Diversity

We appreciate the diversity of Slough's community and their contribution to the common good of Slough

You can read more at:

<https://sloughcvs.org/our-vision/>



The Difference We Make

Below is a snapshot of our achievements

- We set up the #OneSlough partnership with over 30 voluntary and community partners, Slough Borough Council, the NHS and local businesses. This partnership has been recognised as a nationally exemplified body of best practice.
- Co-ordinated hot meals provision and non-perishable food parcels, a shopping and medication service for the homeless, single parents, isolating residents with COVID-19 symptoms and the elderly.
- Developed Befriending, Wellbeing and Carers services to support people's mental health and wellbeing.
- Ran over 40 online training courses and forums made available to volunteers, carers and groups to develop and enhance skills across Slough, Windsor, Ascot & Maidenhead.
- Over 1,000 volunteers were registered in less than 4 weeks, to provide support at the vaccination hubs, lateral flow test centres and befriending services.
- We helped to set up one of the first mass vaccination community-based hubs in the country, with co-ordinated volunteer support.
- Slough CVS with Slough Borough Council (SBC) and local NHS services received government funding to reach groups such as those from ethnic minority backgrounds, who according to the latest evidence are more likely to suffer long-term impacts and poor outcomes from COVID-19.

Watch this video to find out about our partnership work with #OneSlough



Read more about our current projects at:
<https://sloughcvs.org/our-projects/>

Working With Us

Salary & Benefits

The role offers a competitive salary of £43,000 -£48,000.

We are committed to providing a great range of benefits for our staff including:

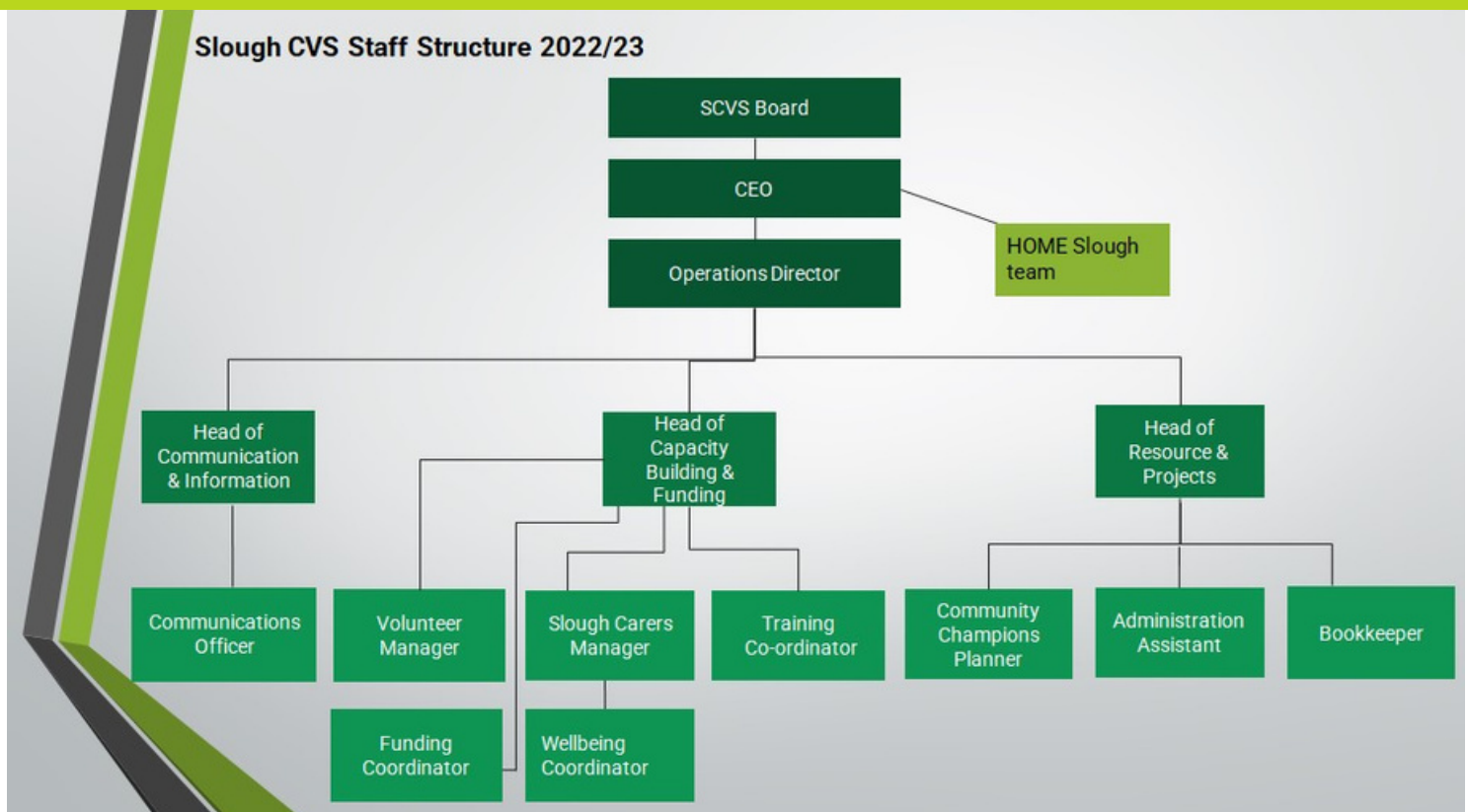
- 25 days annual leave, plus bank holidays, and additional extra days off around Christmas and New Year
- Employer contribution (5%) to a staff pension scheme
- A variety of social opportunities and team days
- Mentor / Mentee scheme and access to coaching opportunities

Location

Slough Council for Voluntary Service offices are based in central Slough, within walking distance to the town centre at 27 Church Street, Slough, Berkshire, SL11PL.

The location for this role will be based at our office in Slough (with remote working).

Our Structure



About The Role

Job Title: Operations Director

Salary: £44,290 to £49,440

Hours worked: Full time - 35 hours a week, part-time 28 hours considered (salary pro-rata)

Pension: 5% contribution by SCVS

Reports to: Chief Executive Officer

The Operations Director is a pivotal role at the heart of SCVS. The Operations Director oversees all operational aspects of the organisation's strategy, helps set strategic goals and is responsible for the flow of operations information to the Chief Executive Officer (CEO) and the board.

They will deputise for the CEO as required.

Key responsibilities

- To be focused on how the charity can best serve end-users, facilitating support to voluntary groups.
- To ensure Slough CVS achieves its targets, through well managed operations and budgetary control.
- To be a key contact for funding partners, ensuring open communication and buy-in on projects, whilst being sufficiently assertive and commercial so as to achieve the best outcome for the charity.
- To develop the individuals working within SCVS, to ensure a successful, well-supported, high performance team culture. To ensure that the team are communicated with effectively; highly motivated; developed all line management responsibilities are carried out within the team.
- Ensure that budgets are set, funded and used to the best interest of the charity, in line with SCVS's and HMRC's processes.
- To be the Designated Safeguarding Lead Officer for the organisation.
- Your behaviours bring to life the organisation's vision and values.

About The Role

Activities & Tasks

General Management

- Deputise for the CEO when required.
- Attend and actively contribute to senior management meetings.
- Prioritise own work, and lead others, so that work and activities are carried out to meet required timelines.
- Be part of the budgeting team, forecasting and writing budgets in line with financial procedures.
- Ensure that, where appropriate, colleagues have an understanding of budgeting restrictions in line with financial procedures.
- Attend, and represent Slough CVS at internal and external meetings.
- Build and maintain a close and trusting working relationship with stakeholders.
- Provide management information reports and presentations on both pre-notified and ad-hoc occasions.
- Plan which funding should be sought by SCVS and lead, or be part of a team, writing and managing bid activities.
- Actively promote safe working practices and monitor health and safety of workers and all parties on SCVS property and/or working on behalf of SCVS.
- Ensure the organisation fulfils its legal, statutory, ethical and regulatory responsibilities.
- Maintain an awareness of relevant risks and changes in the external environment.
- Provide Safeguarding advice and support to SCVS teams and volunteers.

People Management

- Recruit and manage team members.
- Assess, action, and evaluate learning and development of the team, in line with organisational needs and budgets e.g. succession planning.
- Develop, introduce to the workforce and manage policies and procedures, ensuring that both the commerciality and ethics of SCVS are of a high focus and followed by all team members. Where appropriate, engage with a subject-expert to ensure accuracy of content.
- Line Management of direct reports.
- Authorise staff expenses, annual leave and timesheets, being aware of working time regulations and other pertinent legislation.
- Manage staff sickness and absence.
- Acknowledge and celebrate achievements and successes.

Other

- Be responsible for own continuing professional development, keeping up-to-date with best practice, policies and procedures.
- Promote the implementation of policies and operational processes, with special focus on health and safety, equal opportunities, data protection and environment.
- Ensure the safeguarding management of SCVS is exemplary, in line with our leadership role for local charities.
- Deal with all issues in a professional manner, keeping confidences, where appropriate and always being mindful of data protection implications.
- Be an effective representative for the organisation and act at all times in a professional manner, conducive to promoting a positive image of the business.

The above is a general description of the work to be carried out and not an exhaustive list. The role holder is also required to perform all other reasonably assigned duties.

Job Characteristics

People

- The role holder is responsible for managing 3 - 5 others, some of whom manage other workers.
- A moderate amount of supervision and management is needed, but not normally for day-to-day tasks.

Working Environment

- Work under office conditions, with frequent and extensive use of a display screen.
- Occasionally attend external events.
- Work evenings and weekends, as required, but not frequently.

Autonomy

- The role holder is expected to use their own initiative and to plan and arrange their own work, to meet set objectives.
- Frequently required to act without guidance or reference to supervisor/manager.
- Participates, but does not lead, in strategy formulation for the organisation.
- Formulates operational policy and procedures.

Direction

- Work is primarily self-checking, with feedback received from stakeholders and the CEO.
- Work is largely proactive, with little direct supervision.
- The role holder has a large amount of autonomy on how targets and operational duties are achieved.

Complexity

- There is a level of multi-tasking required, dependent upon priorities, but largely the role holder can concentrate on one task at a time.
- The role normally would require the same, or similar tasks being carried out on occasions, but not on a daily basis.

Internal and external relationships

- Frequent liaison with stakeholders, clients and workers.
- Failure to represent the organisation appropriately could lead to business loss and lack of funding.
- Collaborates with others in the department/organisation on a regular basis. Lack of information-sharing would hinder the completion of tasks.

Pressure of Work

- Work requires attention to detail.

About You

	Essential	Desired
Qualifications	Educated to A Level standard, or equivalent	Degree in business studies or similar
Experience	- Holding a management role in the not-for-profit sector - Managing a team of 5+ people - Writing and winning fundraising bids - Managing grants and contracts - Reporting at a senior level - Managing a budget and following financial procedures - Stakeholder and partnership liaison - In fulfilling the role of Safeguarding Officer for an organisation	Experience of developing policies and procedures
Skills & Abilities	- Ability to lead the charity in the absence of the Chief Executive Officer - People management, including development, performance management and motivation - Financial management - Fluent in spoken and written English - Fully competent in MS Office (Outlook, Word, Excel) - Good level of numeracy and literacy - Ability to work to tight deadlines - Ability to manage and review staff performance	
Personal Qualities	- Strong communication skills - Empathetic and approachable - Strong customer focus - Self-motivated - Good team player and motivator - Integrity and sensitivity to disability issues - Able to liaise with 3rd parties - Able to work on own initiative - Resilience	
Other	- Full driving licence with regular access to a car (business-use insurance required) - It is a requirement of this role that the role holder can successfully pass a DBS check, at the enhanced level	



How To Apply

Please reserve the following dates in your diary when you apply:

Closing date for applications: 12 July, midnight

Interview: 22 July

Your application should include:

How you meet the requirements set out in the Person Specification.

A completed Job Application Form, which can be downloaded from our website at:

<https://sloughcvs.org/current-vacancies/>

Please return your completed application form to: enquiries@sloughcvs.org.uk

For an initial, informal discussion about the role, please contact Ramesh Kukar, CEO, SCVS on 07980 945601 or ramesh@sloughcvs.org.uk