



Job Description: Head of Operations

Reports to	Director of Operations
Contract type	Full time, permanent
Location	Skyline House, 200 Union Street, London, SE1 0LX
Salary	£40-45k

About Safer London

We believe every young person should be given the opportunity, to live, free from exposure to gangs, exploitation and crime. At Safer London, we work tirelessly to make this happen. Our mission is to improve the safety and wellbeing of young people in London affected by violence and crime.

We are the leading London charity working to prevent and address gang violence, vulnerability and sexual exploitation. We provide needs led intensive support, early intervention and mentoring through our extensive pan London Services.

About the Role

As Head of Operations, you will manage the delivery a portfolio of Safer London's projects which focus on violence, vulnerability and exploitation, and are delivered pan London. Our range of projects focus on child sexual exploitation, harmful sexual behaviours, domestic violence, mentoring and gang exit.

You will manage the strategic delivery and monitoring of Safer London's contracts and grants, ensuring that projects are delivered on time and to budget, and evidence effective practice. You will be responsible for reporting project activity to funders, Safer London's Senior Management Team (SMT) and Board of Trustees. You will develop and maintain strong strategic relationships with key stakeholders, promoting the organisation and facilitating opportunities to secure funding. As one of two Heads of Operations, you will also have a broader corporate role in one or more of the following areas: staff training and performance review, safeguarding, youth involvement, fundraising, impact and quality assurance.

In this role, you will have the opportunity to maximise your experience, insight and creativity to directly shape the organisation's present and future. You will be an ambassador for the organisation, demonstrating our values in your actions and the quality of your work. Via our strong partnership links with central and regional government, public sector services, voluntary and community sector services and London's diverse communities, you will have opportunities to influence and be at the forefront of the changing landscape of social care.

Specific duties will include:

- Supervising the day to day management of Project Managers and / or Team Leaders to ensure the delivery of targets and outcomes as per funding requirements.
- Managing the recruitment, retention and performance management of teams to ensure consistency of quality and innovation in project delivery; foster talent and potential within individuals and teams.
- Managing a portfolio of projects, ensuring that they are delivered in line with Safer London policies and procedures.
- Managing delivery of existing contracts and pro-actively seek opportunities to develop new business.
- Developing and implementing service delivery models, including evidence of need, evidence based approaches, intervention tools, project plans, and output and outcome targets.
- Working closely with the Business Development Team to identify opportunities for funding and complete proposals.
- Promoting innovation and good practice to internal and external audiences.
- Representing Safer London in strategic meetings, providing input into strategic plans, locally and London-wide.
- Supervising the day to day management of risk of vulnerable client group and acting as a senior organisational safeguarding lead.
- Providing out of hours safeguarding support and guidance
- Ensuring that the organisation's mission, vision and values are upheld by project staff and promoted to external stakeholders.
- Developing and maintaining strong stakeholder partnerships with private, public and voluntary sector organisations, with the aim to strengthen operational delivery and to maximise opportunities for development.
- Financial management within a portfolio of project budgets, ensuring contractual compliance and transparent reporting.
- Working with project teams and stakeholders to engage young people and community members to contribute to the design, development and implementation of services.
- Upholding the organisation's policies and procedures through the dissemination of quality assurance systems and demonstrate a commitment to continuous improvement in project delivery.
- Working in partnership with the SMT as a member of the Senior Leadership Group to continually identify and minimise organisational risks.
- Deputising for the Director of Operations as and when required
- Promoting a culture of innovation and a solution focussed approach to problem solving.
- Utilising a dynamic and flexible approach to deliver any other duties that may be reasonably requested.

Person Specification: Head of Operations

	Criteria	Assessed By
1.	Graduate or equivalent	Application
2.	Experience of working strategically within an organisation to develop its vision, strategy and business plan	Application Interview
3.	Significant experience of developing and delivering a range of effective social care projects, including content for workshops, activities and training, with voluntary, community and/or public sector organisations,	Application Interview
4.	Significant experience of all health, safety and safeguarding legislation and best practice procedures as they relate to working with children, young people and vulnerable adults	Application Interview
5.	Experience of developing measurable outputs, outcomes and quality standards for projects and implementing robust monitoring and evaluation processes	Application Interview
6.	Experience of building effective partnerships with a wide variety of stakeholders to support project delivery, strategic policy development and influencing and funding opportunities.	Application Interview
7.	Significant experience of policy development in relation to achieving positive outcomes for disadvantaged communities and young people and a good understanding of managing and assessing risks	Interview
8.	Excellent project management skills, planning and organisational skills	Interview
9.	Significant experience of managing multi-teams and excellent line management and staff development skills	Application Interview
10.	Experience of financial management including project budgets and management accounts; monitoring and reporting financial outcomes	Application Interview
11.	Excellent all round communication and negotiation skills	Interview
12.	Experience of developing and writing successful public sector bids and responding to the requirements of funders	Application
13.	Practical understanding of diversity and experience of applying its principles in the workplace	Interview
14.	Good understanding of the voluntary and community sector and of the complex funding landscape with an extensive network of community and youth sector partners	Interview Interview
15.	IT literate (Excel, Word etc.) and experience of using databases	Interview

Additional Information: Head of Operations

Disclosure and Barring Service

This post is subject to an enhanced DBS check.

Hours of work

The post is a full time role and may require evening and weekend working.

Annual leave

The annual leave entitlement for this post is 25 days and we offer 3 extra days off between Christmas and New Year per year plus public holidays.

Probationary Period

The appointment will be subject to a probationary period of 6 months.

References

All appointments will be confirmed only upon receipt of satisfactory references.