



Job Title: Operations Manager

Reports To: Director

Location: Initially based at our offices in Lennoxton, office move within central belt likely within next 12 months

Hours of Work: Full time : 35 hours per week

Remuneration: £28,000 to £30,000 depending on experience

Holidays: 28 days, including public holidays

Closing date for applications is 22nd October 2021. Contact: hello@bravehound.co.uk for further information and access to application form.

Operations Manager Role:

The Operations Manager will manage the day-to-day running of the charity including the dog-training team and our volunteers as well as liaising regularly with our beneficiaries. The successful applicant will have an eye for detail, and the ability to work quickly, independently, and efficiently. Previous experience managing change in a dynamic and agile environment will also be beneficial to the role.

Key Responsibilities

Service Delivery:

- Responsible for the operational delivery required to enable veteran-centred services which are mainly within the central belt of Scotland and occasionally beyond
- Responsible for the veteran-centred liaison
- Work with key partners to deliver services which meet the charity's objectives and targets
- Lead the training team, volunteers (including puppy socialisers,) external trainers, mental health professionals and other agencies to proactively revise standards and processes
- Ensure that feedback received from surveys from beneficiaries and our on-line evaluation tool is utilised to achieve continuous improvement.
- Support the Dog training team and external dog trainers to deliver well organised dog training sessions ensuring progress to full Assistance Dogs International (ADI) membership
- Responsible for Safeguarding protocols, ensuring that safe practices are embedded and understood by all staff, volunteers and contractors in front line service delivery.
- Ensure all members of the BRAVEHOUND team understand processes, procedures and documentation relating to the wellbeing of beneficiaries and colleagues, arranging training as required

- Manage staff resourcing in the team to ensure targets are met and operational performance is achieved. Coordinate any training requirements and/or development needs to ensure staff are supported
- Ensure that strong volunteer and employee engagement is achieved.
- Responsible for the performance management of operational staff in accordance with ADI membership policies and processes
- Ensure BRAVEHOUND policies and procedures are understood, implemented and validated to enable quality standards to be efficiently met
- Represent the Charity at external events as and when required.

Planning and Strategy

- Contribute to defining a staged delivery plan as agreed with the Director of BRAVEHOUND
- Support the planning of long-term (5 year) delivery plans in line with strategic direction, working collaboratively with internal and external stakeholders
- Monitor and evaluate against key performance indicators, ensuring targets are met and variances are identified and addressed in a timely manner
- Ensure appropriate resources are available to deliver the plan, meeting the needs of our beneficiaries and their families
- Work collaboratively with other internal and external professionals to plan delivery of services as necessary.

Quality Assurance

- Ensure that BRAVEHOUND and ADI standards are met and maintained through evaluation and engagement
- Ensure a consistent, person-centred, high-quality service is provided to beneficiaries and their families
- Monitor and respond to feedback to ensure needs are met and continued improvement achieved
- Problem solve and initiate any service improvement needs for the team, sharing best practice
- Ensure that all areas of compliance are met regarding health and safety, safeguarding, GDPR and operations standards.

Financial Focus

- Support fundraising where appropriate including attending relevant events
- Support the BRAVEHOUND Team to ensure all relevant aspects of the operations budget is monitored and team expenditure against that budget is compliant and maximises efficiencies.

Personal Development

- BRAVEHOUND is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

Breadth/Scope of Accountability

People Accountability

Direct Reports: Dog Training Team and Volunteers.

Indirect Reports: External contractors

Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives

All employees must also:

- Comply with all organisational policies
- Promote the vision and values of the organisation

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

Working at BRAVEHOUND

We work to enhance the lives of military veterans who live with mental health issues and also support their families. We train assistance dogs and support some veteran beneficiaries with companion dogs. Therefore, all employees must be comfortable working in environments where dogs may be present.

BRAVEHOUND is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support | volunteer your time at BRAVEHOUND events that take place outside of normal working hours. All employees will be expected to advocate for BRAVEHOUND and be a fundraiser.

BRAVEHOUND is committed to safeguarding and promoting the welfare of vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

BRAVEHOUND will require proof of identity and the right to work in the UK.

Education/Qualifications

Essential

- Educated to degree level or equivalent qualification or work experience in a relevant area

Desirable

- Project Management qualification
- Certified Management qualification such as ILM or equivalent relevant work experience in a management, supervisory or volunteer management role
- Professional qualification in a related field
- Job related experience.

Work Experience

Essential

- Demonstrable experience of working in a professional management, supervisory or teaching / training role
- Experience of database use and willingness to learn other applications
- Experience of developing, supervising and / or managing performance in others (e.g. staff/volunteers), coaching and leading a team.
- Knowledge and experience of ensuring safeguarding compliance within a team.

Desirable

- Experience of working in any the following settings; military, education, health and social care, police/probation
- Project Management experience
- Experience of managing remote workers
- Experience of professional supervision of staff working with adults with complex needs including mental health issues.

Knowledge

Essential

- A comprehensive knowledge of GDPR.
- Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint)
- Health & Safety / compliance monitoring experience.

Desirable

- Experience with current/innovative business communication or cloud sharing devices such as: Zoom, SharePoint etc.
- Knowledge of current legislation, policy and research relating to military veterans with mental health related disability
- Awareness of current standards of dog welfare and/or experience within the dog training /animal care sector.

Skills and Competencies

Essential

- Able to demonstrate a clear understanding of both mental health issues and the issues these vulnerable groups face
- Demonstrates excellent verbal and written communication skills
- Demonstrates developed organisational, planning and time management skills
- Ability to work with minimal supervision and direction
- Proven ability to manage individual and team performance to deliver results

- Creates a team environment which promotes wellbeing and maximises personal effectiveness
- Understands and applies policies and procedures appropriately
- Full driving licence.

Desirable

- Experience of and proven ability to work safely with vulnerable adults with a developed understanding of both mental health issues and the issues affecting all vulnerable groups
- Highly developed and effective interpersonal skills
- Decision making skills and willingness to take responsibility
- Ability to be flexible and juggle a range of different tasks whilst adhering to timescales.

Safeguarding

The role involves working with vulnerable adults and supervising those that do, so we'll also be assessing 'safeguarding competencies' as part of the process.

These are:

- Appropriate motivation to work with vulnerable groups
- Emotional awareness
- Working within professional boundaries and self-awareness and
- Ability to safeguard and promote the welfare of beneficiaries and protect them from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Regular travel within the central belt will be required. Additionally, we may require you to travel more extensively on an occasional basis, potentially with overnight stays.

Able and willing to travel extensively for operational service delivery needs. Ability to work occasional evenings and weekends to meet the service need.

BRAVEHOUND

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