

Catchpell House

4 Carpet Lane

Edinburgh

EH6 6SS

Dear Applicant

Thank you for your interest in the position of Operations Manager.

Please find below our application pack which includes the following:

* Application Form
* Equal Opportunities Monitoring Form
* Job Description & Person Specification

The successful candidate will be required to undertake an enhanced PVG check. All applications should be returned to WorkingRite by email to: [recruit@workingrite.co.uk](mailto:recruit@workingrite.co.uk).

If you are unable to submit an electronic application, hard copies can be sent to the address above.

The closing date for applications is **Friday 6th September 2019.** Interviews will take place on **Tuesday, 17th September & Wednesday, 18th September**

This post will be based either in our Head Office in Edinburgh, or within our Glasgow Office but the role will require regular travel throughout Scotland.

For more information about WorkingRite visit our website: [www.workingrite.co.uk](http://www.workingrite.co.uk)

If you would like further information on the post, please email questions to scott@workingrite.co.uk.

We look forward to receiving your completed application.

Yours faithfully

**Scott Christie**

**National Operations Manager**

**WorkingRite**



**Job Title:** Operations Manager

**Salary:** C. £32k depending on experience

**Location:** Edinburgh or Glasgow (dependent on home location of successful candidate)

**Accountable to:** A member of the Senior Management Team (TBC)

**Responsible for:** Line management of frontline staff

**Type of**

**Appointment:** Permanent

**Introduction**

As WorkingRite’s operations grow both in volume and complexity, and with organisational direction evolving to include a commitment to partnership work, additional operational support is required. The purpose of the new post of Operations Manager is to manage the day-to-day operations, delivery and reporting on key projects across the country. It is anticipated that the role will also involve responsibility for key compliance, quality assurance and finance tasks relating to the effective management of WorkingRite’s operations.

We are looking for a dynamic, self-starter with significant experience in the third sector, particularly in the fields of youth employment and community development. The successful candidate will play a key role in driving the organisation’s vision forward in the coming years.

This post is funded by the Henry Smith Charity Improving Lives Grant programme.

**Key responsibilities**

**Operations:**

* Responsible for ensuring WorkingRite provides a quality programme to young people and to drive continuous improvement across the organisation
* Responsible for advancing WorkingRite’s position as the leading place-based youth employment solution
* Ensure that projects/contracts are fully compliant with contractual obligations and both the post holder and Project Co-ordinators (PC’s) build good relationships with contracting bodies
* Ensure that contracts are fully compliant with WorkingRite internal policies and procedures
* Directly line-manage, guide and support PCs to meet all operational objectives and targets e.g. number of young people completing the programme and progressing into positive destinations
* Support reporting and monitoring of operational tasks and ensure awareness of how operations effects financial performance for internal use and review
* Support PCs to develop a ‘pipeline’ of potential committed placement providers and keen young people
* Support PCs to manage work placements and secure positive outcomes for young people e.g. employment, apprenticeship, purposeful learning
* Support PCs and help to build and maintain local networks of referral agencies e.g. Community partner organisations, Schools, Skills Development Scotland, Local Authority representatives etc.
* Promote WorkingRite to prospective work placement providers, schools, partner organisations and appropriate agencies
* Co-ordination of staff training across the organisation
* Liaise with, and support Senior Management regarding Quality Assurance of WorkingRite’s accredited learning
* Directly cover the role of Project Co-ordinator as required e.g. during annual leave
* Ensure the maintenance of confidentiality and security of all documentation and information as required by company policy and GDPR guidelines, and keep comprehensive records to meet the requirements of funders and best practice
* Afford equal opportunity and access to all users of the services and those involved in its delivery in accordance with the Equalities policy
* Safeguard children and vulnerable adults from harm and report concerns in accordance with WorkingRite’s internal referral arrangements
* Ensuring WorkingRite’s operations are fully compliant with Health & Safety legislation
* Travel regularly across Scotland and a willingness to work some evenings or occasionally at weekends as required
* Any other duties as required by your line manager and the Senior Management Team

**Person Specification - Knowledge, Experience, Skills and Competencies**

**Essential**

* Desire to work with and support young people
* An enthusiastic individual with excellent communication and interpersonal skills
* The ability to build and manage professional relationships at all levels
* Experience of effectively planning and managing people and projects across multiple locations

* A track record of successful performance, managing and delivering against targets
* Proven experience of developing and sustaining effective partnership work
* Experience of successful line management of individuals to achieve targets
* The ability to analyse and interpret data and make required decisions
* Excellent IT, data management and Excel skills
* An ability to work calmly under pressure and to manage competing priorities and deadlines to achieve operational objectives
* Knowledge of Health & Safety at work legislation, policies and procedures
* Knowledge of current GDPR guidelines
* Knowledge and experience of the safeguarding of vulnerable young people and adults
* Knowledge and understanding of the challenges and opportunities small businesses face and an ability to communicate effectively with them
* Full driving licence and use of own car

**Desirable**

* Experience of working with and / or supporting and developing (disadvantaged) young people
* Experience of establishing new initiatives or setting up projects in new areas
* Experience of managing geographically dispersed staff
* Experience of provision and delivery of staff training
* Knowledge and experience of place-based community development
* Knowledge of employment support for young people
* Knowledge and experience of the variety of accredited learning opportunities available to young people in Scotland.
* Experience of delivery, assessment and verification of programmes of accredited learning