

HOMELESS ACTION RESOURCE PROJECT

JOB DESCRIPTION

Job Title: Executive Director of Service Operations

Line Manager: Chief Executive Officer

Grade: SCP: 56-61 (£65,569 - £71,217)

Responsible For: Departmental Heads.

Main Purpose of the Job:

HARP is the leading provider of services tackling rough sleeping and homelessness in Southend on Sea. We are aspiring to continue to build on our work to develop a practice model that is evidence rooted and gets the excellent, sustainable outcomes for those we support out of homelessness.

This role reports directly to the Chief Executive Officer, as a key member of the executive leadership team, you will be responsible for delivering departmental outcomes. You will be responsible for developing and delivering an operational strategy that includes local service planning and delivery, financial management and strategic development. You will have a long track record of developing and delivering quality services for individuals with complex needs, you will be bringing your experience & expertise into HARP and leading the senior team and service managers through a review of service operations. This will include the implementation of psychologically informed & evidenced based practises. You will bring with you good knowledge and experience of developing teams, managing staff through change and the effective resolution of employee relations issues. You will support and coach your operational colleagues around the management of change. You will be ambitious, hands-on and support the CEO to drive HARP's reputation forwards with impactful data and an evidence base which under pins our work and explains our outcomes.

MAIN RESPONSIBILITIES:

Service development & delivery

Lead the development of an operational strategy that responds to the key needs in Southend on Sea.

Ensure that people are at the heart of what we do, making sure services are developed in line with the needs of those who come to us for help.

Provide top level supervision to the operational senior team and oversee the reporting of all incidents and safeguarding.

Direct the coordination of a multi-agency response with statutory services where needed and report on relevant KPI's to the CEO and board of trustees.

In partnership with the senior team, to identify and implement flexible approaches of working with the client group, in order to best promote and advance their progress.

Lead on recruitment and the development of staff through selection, induction, supervision, reflective practice and training.

Actively monitor and direct the day-to-day work to ensure that KPI's are being achieved.

As required by the CEO, to contribute to organisational and statutory monitoring and reporting within set deadlines.

Partnership Working and Collaboration

Represent HARP to a wide range of external and internal stakeholders including local authorities, community groups etc.

Actively seek out and develop opportunities for collaboration and partnership working both locally and nationally.

To work effectively with HARP colleagues to ensure that best practice is identified and communicated /shared.

Management and Leadership:

Role model the organisational values, ensure an operational culture that facilitates coaching, collaboration and co-production.

Direct the team, oversee and lead performance management when required.

Support the executive and senior team to work in a coherent and cohesive way, sharing knowledge and good practice as appropriate and minimising the risk of clients falling between the gaps.

Lead on departmental communication, ensuring that information is shared, staff are aware of operational priorities, the organisations direction of travel and the part they play in this.

Develop our people in a psychologically informed way within the core model of service delivery.

Property, Housing Management and Health and Safety

Ensure all services are maintained to a high standard, that effective systems are in place to ensure all areas of housing management are efficient and offer value for money. With voids kept to a minimum and rental income maximised.

Ensure a robust approach to managing the locality and any community risk assessments around the properties are in operation and regularly reviewed.

To ensure the safety of self and colleagues through understanding of HARP's Health and Safety procedural framework and safe working practices.

Provide oversight to our H&S contractors and internal department head. Ensure that all risk assessments are reviewed and updated at regular intervals in line with organisational policy and procedure, with corrective actions carried out.

Safeguarding Vulnerable Adults and Children

Act as the executive lead for safeguarding, ensure that staff are committed to safeguarding children and vulnerable adults in line with HARP's policy and procedures.

Provide oversight of safeguarding data and provide reports to EMT and the board of trustees as required.

Finance and Budgets:

Oversee an environment of excellent financial competence across the department, both in terms of day-to-day management, monitoring, reporting and longer-term financial planning.

Provide departmental financial information when requested to the Director of Finance & Human Resources and CEO.

Working closely with the CEO and Director of Finance, set and monitor overall department budget in line with agreed organisational targets.

Sign off expenditure, proposals, bids and communication materials up to EMT level authorisation in line with scheme of delegation, or seek sign off from CEO as required.

Make operational changes to expenditure and income within agreed budget limits.

Governance & Accountability:

Ensure the operational team are working in full compliance with sector best practice, safeguarding legislation, health and safety legislation, and the General Data Protection Regulations at all times.

Set and monitor overall strategic priorities for the department in line with the current business plan and the strategic plan.

As part of the Executive team, contribute to the development of HARP policy and strategy and participate in appropriate Trustee Governance Committees and other groups in particular the Operations Sub Group.

Work with the CEO and Executive team to develop and establish improved business processes across the Organisation.

Report on overall department performance and compliance with any relevant regulations to the CEO and Trustees as required.

Miscellaneous:

Participate fully in team, department and staff meetings, maintain excellent communication with other staff across the organisation and embody a positive culture of sharing and learning.

Champion HARP at all levels including a spirit of inter and intra-team working and wider cooperation.

Promote HARP's values ensuring they are adopted in all aspects of the role.

Undertake any other reasonable duties as required and commensurate with the grade of post.

PERSON SPECIFICATION

Qualities, Knowledge, Skills & Experience:

Previous experience (lived or professional) of homelessness.

An excellent track record of leading, empowering, inspiring and developing individuals (including those at a management level) and teams, and successfully leading and managing change, including culture change.

Excellent analytical skills, confidence working with data and the ability to put systems in place to track outcomes & ensure we understand the impact and effectiveness of our interventions.

Experience of working with a complex budget and making decisions within an environment of competing demands for resources.

In-depth knowledge of safeguarding vulnerable adults, experience of engaging with statutory services around risk management including internal and community based. Leading serious incident reviews and imbedding organisational learning.

A thorough understanding of psychologically informed approaches in practice and track record of implementing these approaches at work.

Must be creative, energetic and optimistic with the ability to take an entrepreneurial approach turning ideas into reality.

Can demonstrate the ability to think strategically and plan current and new services, ensuring their delivery through effective resource allocation and prioritisation.

Experience of people management and development, including performance management, staff development and mentoring, objective setting and clear delegation. Must be able to lead cross organisational working.

Should be a great communicator, a strong team player and collaborator, confident relationship builder, you will be able to evidence an approach to work that is imaginative, resourceful and flexible.