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| **Role Title** | **Head of Vocational Rehabilitation & Training Services** |
| **Department** | **RBLI Living** |
| **Location** | **Optional with National & European travel subject to business need** |
| **Reporting To** | **Director RBLI Living** |
| **Staff Management** | **Operational delivery teams, Freelance Associates and Supply Chain Partners** |

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| **Main Purpose of the Job** |
| Reporting directly to the Director of RBLI Living, this role will be responsible for the effective operational delivery and growth of RBLI’s Armed Forces Community activity encompassing life improving services to serving personnel within the MoD through to veterans, their families and dependants. This is a senior management and development role which will require the job-holder to be immersed in the diverse range of activities across this sector including but not limited to: * **LifeWorks Veterans** – Pre-employment training service for veterans
* **LifeWorks Families** – Pre-employment training service for dependants of serving personnel
* **Veterans In Custody Transforming Rehabilitation** (VICTR) - supporting ex-forces prisoners with pre-employment training services
* **Vocational Assessments** as part of the Career Transition Partnership for those leaving the military
* **First Steps** - information, advice and guidance
* **Civvy Street** – information, advice and guidance

It is vital to provide careful and precise management expertise to successfully deliver performance on time and to plan and to develop strong and productive relationships at the highest level with our stakeholder partners in order develop current, and source new, income streams. In summary the job-holder will:- 1. Oversee effective operational management of RBLI’s Armed Forces community activities
2. Manage the commercial development of existing and new deliverable services
3. Lead the ongoing national awareness campaign of our services
4. Manage effective communications with senior MoD officials
5. Ideally be familiar with HM Armed Forces culture
6. Manage effective operational compliance with Company governance standards
7. Manage effective operational compliance with all Statutory and contract requirements
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| **Your Key Responsibilities** |
| **People*** Establish and implement effective people plans to deliver the required operational performance
* Work directly with the commercial, business support and operational delivery teams to successfully achieve points 1-7 above
* Intelligently utilise effective and positive relationship management inside and outside the organisation to achieve operational and growth success

**Business Development and Commercial** * Hold full operational management responsibility and accountability for a substantial budget, working within the financial parameters agreed for all delivery including all related projects, raising potential exceptions with the Director of RBLI Living and relevant functional leads should these arise
* Lead on the operational formation and delivery of all relevant budgets and forecast activity across areas of responsibility
* Create improved services and identify commercial opportunity through the development of new services.
* Assist with grant applications and funding bids

**Customer Service*** To place our customers (beneficiaries and stakeholders) at the heart of all our delivery activity, ensuring such focus is embedded within delivery frameworks

**Communications & Reporting*** Provide an effective communication link between Executive management and delivery teams across all areas of responsibility
* Ensure that relevant, timely and appropriate management information is provided according to requirement for all activity both to management and non-management levels

Compliance* Effectively manage the establishment and delivery of statutory and Corporate compliance frameworks throughout all activities, including but not limited to Health & Safety, Employment, Contractual Performance levels and Quality Assurance

Other Responsibilities* Actively support the development of RBLI’s activity portfolio
* Act as ambassador for RBLI both internally and externally
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| **Essential Skills/Experience** |
| * Successful experience of managing key multiple operational activity across the Armed Forces or similar community, ideally at a senior level
* A strong, confident leader and communicator with High Ranking MOD or similar Officials, Executive management, Senior management, Line management, non-management delivery teams and support staff
* Strong leadership and management experience
* Proven track record of growing business and developing new income streams
* Proven track record of successful project completion to agreed budgets and targets
* Commercial acumen and successful track record of financial delivery
* Demonstrable success in managing the delivery of high compliance and quality
* Strong prioritisation and workload-management skills
* Experienced and comfortable working within a lean, target-orientated environment
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**Note: This job description is a general guide to the above role and is not indicative of all the activities and functions of the jobholder which may vary from time to time according to the needs of the business and as instructed by the nominated Line Manager.**

**Signature: ………………………………. Signature: ……………………………….**

**Job Holder Director of Operations**

**Date: …………………………………….. Date: …………………………………….**