

**Director of Operations (Service Delivery)**

Job Title: Director of Operations (Service Delivery)

Responsible to: Chief Executive

Responsible for: Employability Services

6 direct line reports:

3 x Team Managers

2 x Employment Co-ordinators (1.6 fte)

1 x Insights Manager

Salary Competitive

Position: Permanent, full time, 37.5 hours per week

Location The Poppy Factory, Richmond, Surrey (with a requirement for extensive business travel)

**Background**

The Royal British Legion Poppy Factory is an independent charity, founded in 1922 with the aim of providing paid employment to disabled ex-Servicemen and women. In 1925 it a factory was established in Richmond to make poppies and other commemorative items. The products are sold under special arrangements to The Royal British Legion (RBL) which uses them in its fundraising campaign and Remembrance activities in the weeks prior to Armistice Day. The Factory has over 30 employees and produces poppies, crosses and wreaths all year round.

In 2010, the Trustees expanded the charity and raised its profile. Their vision was that all disabled ex-Servicemen and women should have the opportunity and necessary support to enable them to take up paid employment. The charity began a ‘Getting You Back to Work’ employability service, and now offers bespoke support to help veterans find their preferred employment. Since 2011, the charity has supported over 800 veterans gain meaningful, rewarding and sustainable employment in their own communities throughout England and Wales.

Demand for the service is growing and after extensive evidence based research, the charity is now has introduced the Individual Placement and Support model (IPS). The charity also recognises the need to be a more visible “model employer” not only by following and developing good practice but also to share our learning and demonstrate it to others.

**Purpose of the role**

At the centre of the Poppy Factory operations, the post has responsibility for delivering the charity’s employability service across the country whilst simultaneously contributing to wider strategic objectives and business change.

Delivering an effective employability service will require strong and effective leadership of a diverse and geographically dispersed team as well as continual monitoring, evaluation and adaptation of the service to meet client needs.

The role also involves significant input at senior executive level, supporting strategic initiatives, planning and implementing the growth of the service, representing the charity at Board, regional and national level and identifying and building key partnerships within the charitable, corporate and statutory sectors.

**Key Responsibilities**

* To recruit, lead, manage and develop the employability team to support wounded, injured and sick veterans into work.
* To contribute to the executive team and the strategic management of the charity, providing input into structural and growth plans, networking at regional and national level and identifying and building key partnerships within the charitable, corporate and statutory sectors.
* To continue to embed and champion the IPS model across the Employability service.
* To maintain, enhance and drive service delivery standards and effectiveness ensuring these are fully measured and evaluated and create a culture of continuous improvement, using analysis and feedback to deliver a quality service.
* To effectively manage the team budget and client funding budget, ensuring best value.
* To assist in the development of the client management information system.
* To manage complaints to a satisfactory conclusion ensuring lessons are learned and implemented into future processes.
* To liaise closely with the Fundraising and Communications teams to ensure all data and information is provided for current funders and future funding bids and that the service receives the necessary visibility.
* To work in conjunction with the Volunteers Manager to promote volunteering where it supports and adds value to the employability service in line with the charity’s aims and objectives.
* To work flexibly as needed to meet changes to the organisation/environment and undertake other duties as required and that within the level and scope of the responsibilities of the role.
* To be an ambassador for the Poppy Factory, working in accordance with its vision and values.

**Person Specification – Director of Operations (Service Delivery)**

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| Criteria | Essential | Desirable |
| Qualifications | * Educated to degree level or equivalent * Evidence of continuous professional development | * Postgraduate Management qualification * Vocational rehabilitation or equivalent qualification |
| Experience | * Significant experience of leadership and management of a diverse range of people * Demonstrable experience of working at a strategic level and as an integral part of a senior leadership team * Experience of change management and programmes * Experience of monitoring and evaluation and the management of team performance * Demonstrable evidence of promoting equal opportunities and diversity * Experience of leading a remote team | * Experience of service development and working directly with clients or service users in a military; statutory, voluntary or community setting. * Experience of HM Forces or the health, welfare or charity sectors * Service development and management experience in the field of employability or vocational rehabilitation * Project management experience * Experience of working with disabled people |
| Knowledge & Skills | * Ability to determine and support the strategic vision whilst delivering day to day operational requirements * Confident in strategic planning, leadership and people management, budget management and decision making * Confident and articulate communicator with strong interpersonal skills and the ability to deal sensitively and effectively, both verbally and in writing with a wide range of people * Strong analytical skills able to assimilate information quickly * Political awareness * Able to work effectively under pressure, prioritise workloads and activities and deal with the conflicting demands and interests in an organised and methodical manner. * Knowledge of confidentiality and data protection requirements * Knowledge of safeguarding and the regulatory framework that supports this requirement | * Knowledge of public policy in the field of defence, disability and/or employment * Knowledge of mental health issues * Knowledge of the IPS model of service delivery |
| Personal Attributes | * Professional and credible, demonstrates competence, acts as a role model, leads by example. * Resilient and tenacious in approach to challenges * Comfortable working in a diverse environment * Self-starter, strives to achieve excellent results * Empathy with needs of the Poppy Factory |  |

**Company Information**

The Poppy Factory is an independent charity which was founded in 1922 with the object of providing paid employment opportunities for disabled ex-Servicemen and women. A factory was established in Richmond to make poppies and other commemorative items to achieve this purpose. The products are sold under special arrangements to The Royal British Legion.

Whilst the charity continues to provide paid employment through its Factory for disabled ex-Servicemen and women, it also facilitates paid and meaningful employment opportunities for wounded, injured and sick (WIS) ex-Servicemen and women throughout England and Wales, via its community based employability service. We can also provide assistance in Northern Ireland.

This is an excellent opportunity to join The Poppy Factory at an exciting period of expansion in its activities supporting veterans. We hope you are inspired to join us in our important and exciting work to create a world in which every workplace values disabled veterans.

**How to apply**

To apply for this position please prepare your CV and a covering letter clearly outlining how you meet the essential criteria in the person specification. You may address your covering letter to Deirdre Mills, Chief Executive.

This post is anticipated to close on midnight on Sunday 8 January 2018; we reserve the right to withdraw the advert if we appoint to the role before this date. Please note that we cannot accept late or incomplete applications. Interviews are expected to take place mid-January 2018.

*For an informal conversation about the role please contact Deirdre Mills, Chief Executive on 020 8939 1876*

[Apply for the role of Director of Operations (Service Delivery)](https://poppyfactory.has-jobs.co.uk/director-of-operations-service-delivery-london/178955/0/apply)

**Benefits, terms and conditions**

The Poppy Factory aims to be a model employer and offers equitable terms & conditions of employment and a range of enhanced benefits, as outlined below:

**Salary:** All our salaries are benchmarked based on the requirements of the job description and comparable roles in the charity sector. Salaries are subject to annual review.

**Hours of Work:** Unless otherwise stated, contracts are normally offered on a full time basis, 37.5 hours a week, Monday to Friday.

**Location:** The Poppy Factory, 20 Petersham Road, Richmond, Surrey TW10 6UR (or home based if applicable).

**Contract:** unless advertisement states otherwise all posts are offered on a permanent contract (subject to completion of a six-month probationary period).

**Pension:** on completion of three months service staff will be auto-enrolled into the Poppy Factory occupational pension scheme offered by Standard Life. Contribution rates on auto-enrolment are 1% employer and 1% employee (via salary sacrifice). Staff may choose to increase their contribution rate to either 2.5% or 5%. The Poppy Factory will contribute double the rate i.e. 5% or 10% respectively.

**Annual Leave:** Full time staff entitlement is 24 days per year with 1 day’s additional leave on completion of 3, 4, 5 and 9 years’ service (i.e. to a maximum of 28 days) plus 1 day in lieu of Armistice Day plus public holidays.

**Reservists Leave:** Staff who are members of the Reserve services are entitled to five days paid leave to support their reservist activities.

**Life Cover:** Life insurance cover of 3x annual salary.

**Employee Assistance Programme**: 24 hour/365 days confidential service offering a wide range of advice and support.

**Family Friendly:** Enhanced parental benefits (subject to meeting statutory requirements).

**My Work/Life Benefits:** Childcare vouchers scheme (via salary sacrifice), cycle to work scheme, and access to our benefits portal offering a wide range of discount vouchers and promotions for high street shopping, restaurants, experiences and days out.

**Equality, Diversity and Inclusion**

We are committed to equality, valuing diversity and promoting inclusion within our workforce, including the volunteers who give their time to us. We work to maintain an environment where the needs and aspirations of all employees are met, irrespective of characteristics protected under the legislative framework of the Equality Act 2010. We expect everyone to understand and accept their personal responsibility to recognise and value differences and the unique contributions that people make to the way we deliver our work.

As an equal opportunities employer our commitment is to take positive measures to recruit people from underrepresented groups, and we actively encourage applicants from diverse backgrounds. As a Disability Confident employer, we offer a guaranteed interview for any job applicant with a disability who meets the essential criteria for the role. Please indicate in your application if you wish to be considered under this scheme. We are also happy to discuss reasonable adjustments to the application or interview process to accommodate disabled candidates.

We are a family friendly employer.