

**Director of Operations**

Job Title: Director of Operations

Responsible to: Chief Executive

Responsible for: Employability Services

 3 direct line reports:

 3 x Regional Managers

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 Poppy Factory is an independent charity, founded in 1922 to provide employment to disabled ex-Servicemen and women. In 1925 a factory was established in Richmond to make poppies and other commemorative items and these products are still made there today and sold under special arrangements to The Royal British Legion.

In 2010, the Trustees expanded the charity and raised its profile. Their vision was that all ex-Servicemen and women with health conditions should have opportunity and appropriate support to enable them to take up paid employment. The charity began an employability service and now offers this bespoke support to wounded, injured and sick veterans. Since 2011, the charity has helped over 1200 of these veterans gain meaningful, rewarding and sustainable employment in their own communities throughout England, Wales and Northern Ireland.

After extensive evidence-based research, The Poppy Factory introduced a new service model that applies Individual Placement and Support (IPS) principles in the delivery of employability support. Since then, the programme has gone from strength to strength, accompanied by proven social return on investment figures and coming top in this year’s Soldiering On and ERSA Awards. The Poppy Factory seeks continuous improvement and, alongside its community-based model, is trialling an additional integrated service within the NHS.

**Purpose of the role**

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

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

The role also involves significant input at senior executive level, supporting strategic initiatives, planning and implementing the growth and adaptation of the service, representing the charity at Board, regional and national levels 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 meaningful and sustained employment.
* 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 develop and embed the operational model for delivery across the Employability service.
* To maintain, enhance and drive service delivery standards and effectiveness, ensuring these are fully measured and evaluated and to create a culture of continuous improvement, using KPIs, analysis and feedback to ensure a quality service.
* To identify and act upon any risks that are identified within the service.
* To effectively manage the team budget and veteran 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 and is on message across all media channels.
* 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 strategic 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
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| 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 transformation 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 wounded, injured and sick veterans.
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| 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 and 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 fields of defence, disability and/or employment
* Knowledge of mental health issues

 * Knowledge of the IPS model of service delivery
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| 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
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**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. Please address your covering letter to Deirdre Mills, Chief Executive.

This post is anticipated to close on midnight on Sunday 4 August 2019; 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 late August-early September 2019.

*For an informal conversation about the role please contact the Chief Executive on 020 8939 1866.*

**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 1hours 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 5.33% employer and 2.67% employee (via salary sacrifice). Staff may choose to increase their contribution rate to 5%. The Poppy Factory will contribute double the rate i.e. 10%.

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

**Reservists Leave:** Staff who are members of the Reserve services are entitled to two weeks 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:** 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.