

**Director of Operations (Service Delivery)**

Job Title: Director of Operations (Service Delivery)

Responsible to: Chief Executive

Responsible for: Employability Services – 22 staff

Salary Competitive

Position: Permanent, full time, 37.5 hours per week

Location The Poppy Factory, Richmond, Surrey, with a requirement for extensive business travel. [Please note that under Covid-19 temporary home working arrangements are in place for Richmond based staff]

**Background**

Since 1922, veterans with health conditions have been supported back into employment by The Poppy Factory. The first of these were wounded, injured and sick veterans of the First World War. The original factory was established in Richmond to make poppies and other commemorative items to achieve this purpose. In the decades that followed we have continued to build a supportive environment for wounded, injured and sick (WIS) veterans, developing a strong understanding of the complex challenges that many face.

Today the charity continues to provide paid employment through its Factory for ex-Servicemen and women with health conditions. The Poppy Factory’s support for veterans also now reaches far beyond the factory, into communities across England and Wales. Each year we help hundreds of veterans with health challenges to secure a job and thrive in the workplace, wherever they are. Our team, including dedicated employability consultants, provide an exemplar employment support service.

The high quality of the service has been externally recognised in 2019 The Poppy Factory was the winner of the ERSA award in the Disability and Health Employment category. It was also awarded the 2019 Soldiering on Award.

We are at an exciting time in the evolution of our employability service: using evidence based research and learning from rigorous monitoring and evaluation of our community based service, The Poppy Factory is now working collaboratively with partners in the NHS and Stoll on pilot programmes to embed the employability service in clinical and housing settings, to expand the reach of our service and continue the important work of supporting veterans on their journey to employment and to create a world in which every workplace values the contribution they make.

**Purpose of the role**

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

The role 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.

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.

**Key Responsibilities**

* To recruit, lead, manage and develop the employability team to support wounded, injured and sick veterans into work, providing exemplar line management support to the employability management team (direct reports) to effectively engage and motivate the team in an environment of change.
* 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 have oversight of all research and pilot projects contributing to the development and evaluation of the employability service and 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 lead and manage establishment of a dedicated programmatic hub to ensure strong governance and implementation; draw on evidence and best practice in the design, development and implementation of The Poppy Factory programmes, working closely with partners and beneficiaries to deliver evidence based and innovative approaches in provision of bespoke and exemplar employment services for veterans with health conditions
* To effectively manage the team 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 HR function 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 teamSignificant experience of change management Significant experience of programme management Experience of monitoring and evaluation and the management of team performanceDemonstrable evidence of promoting equal opportunities and diversity Experience of leading a remote team | Experience in development and delivery of employability services or supported employment, especially related to disability, or personnel management and transition within the armed forces.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 |
| Knowledge & Skills | Ability to determine and support the strategic vision whilst delivering day to day operational requirementsConfident 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 peopleStrong analytical skills able to assimilate information quicklyPolitical 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 requirementsKnowledge 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 in accordance with the organisation values, leads by example.Resilient and tenacious in approach to challenges Comfortable working in a diverse environmentSelf-starter, strives to achieve excellent results Empathy with needs of the Poppy Factory |  |

**Company Information**

The Royal British Legion Poppy Factory Ltd 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.

Today the charity continues to provide paid employment through its Factory for ex-Servicemen and women with health conditions. The Poppy Factory’s support for veterans also now reaches far beyond the factory, into communities across England and Wales. Each year we help hundreds of veterans with health challenges to secure a job and thrive in the workplace, wherever they are. Our team, including dedicated employability consultants, provide an exemplar employment support service.

This is an excellent opportunity to join The Poppy Factory at an exciting period of expansion in its activities supporting veterans as we work in partnership with key stakeholders on pilot programmes to extend the reach of the service. 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 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 November. 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 in mid-end November 2020

*For an informal conversation about the role please contact Deirdre Mills, Chief Executive by email to* *poseyf@poppyfactory.org*

[Apply for the role of Director of Operations](https://poppyfactory.peoplehr.net/Pages/JobBoard/Opening.aspx?v=d6416b16-0509-47a2-af1d-e2fcb1a138a5)

**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 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 to 10%...

**Annual Leave:** Full time staff basic entitlement is 27 days per year which includes 3 closure days between Christmas and New Year; plus 1 day in lieu of Armistice Day plus 1 day additional leave on completion of 3, 4, 5 and 9 years’ service plus public holidays.

**Reservists Leave:** Staff who are members of the Reserve services are entitled to 10 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:** 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.