

JOB DESCRIPTION

Job Title:	Operational Manager
Hours:	35 hours per week
Contract:	Permanent contract (subject to funding)
Salary:	£38,799.94 (SCP 34)
Responsible to:	Deputy CEO
Holiday Entitlement	26 days annual leave plus 10 public holidays pro rata

This role is subject to satisfactory Adult and Child PVG scheme membership.

Job Purpose

The Operational Manager post is a leadership appointment to the EWA management team reporting to the Deputy CEO. There are two operational managers within EWA who work together to ensure that EWA provides a professional and consistent service to women, children and young people accessing our services. The operational managers are jointly responsible for managing EWA services for women and children. Responsibilities of the post include management of day-to-day operations; management of seniors and team leaders; HR management for all operational staff; supporting the development of service delivery; implementation of quality assurance measures and monitoring and reporting on service delivery; active participation in the leadership of EWA.

Our services for women and children are wide ranging and include but are not limited to:

- supported accommodation for women on their own or with their children;
- crisis support;
- ongoing emotional and practical support in the community;
- support for women and children going through criminal and civil court processes;
- employability and peer group support.

Principle Tasks

- **Operational Management of Services** this includes but is not limited to:
 - Oversight and management of the planning, delivery and monitoring of quality services for women, children and young people affected by domestic abuse, in line with regulatory requirements and EWA policies.
 - Supporting the CEO and Deputy CEO in the development of strategic and operational plans and leading on the delivery of operational plans.
- **Staff Management**
 - Responsibility for direct line management of team leaders and seniors, including but not limited to, responsibility for all HR functions within areas of responsibility in line with EWA policies and procedures.
 - Providing leadership to team leaders and seniors to support their effective line management of support staff including promoting good communication and encourage positive dynamics and team-building within the staff team.
- **External relationships**
 - Building and maintaining excellent relationships with external partners, funders and multi-agency partnerships as required and supporting team leaders and seniors to the same.
- **Participation on Management Team**
 - Support the continued funding of EWA services through supporting development of applications to funding bodies and provision of timely and accurate information to CEO and Deputy CEO
 - Provide support to the Deputy CEO and assist with the development of services by being flexible in fulfilling the responsibilities of this post and carrying out other duties as requested by the CEO that are consistent with EWA services.
 - Provide managerial guidance to staff working in 24-hr services through participation in the on-call rota

Operational Manager: Person Specification

Essential Requirements

- Understanding of the range of needs of women and children impacted by domestic abuse and the ways in which specialist service within a multi-agency response can be effectively provided.
- Experienced leader or manager with evidenced commitment to ongoing improvement in service delivery and experience of managing multiple teams.
- Experience of developing and implementing quality standards and monitoring and evaluation of services.
- Experience of managing staff working with trauma and/or embedding trauma informed practice into services and experience of guiding others to build and sustain effective, professional relationships with clients and partner agencies.
- Knowledge of the regulatory and policy requirements of a care inspectorate regulated service or equivalent, and experience of implementing these.
- Experience of building and maintaining strong relationships with a wide range of external partners.
- Excellent verbal and written communication skills, with experience of communicating appropriately in a variety of formats to a wide range of audiences.
- Creative thinker with excellent problem-solving skills.
- High level of computer literacy.
- Ability to register with SSSC as a supervisor in a housing support service and willingness to complete any qualifications required to maintain registration.
- Strong commitment to the aims, objectives and ethos of EWA.
- Ability to travel locally.

Desirable requirements

- Experience of managing a regulated service.
- Experience of managing one or more of the types of support service provided by Edinburgh Women's Aid.
- Excellent understanding of the needs of vulnerable children and families.

Women only need apply under Schedule 9 (Part 1) of the Equality Act 2010

Edinburgh Women's Aid is an equal opportunities employer and welcomes applications from all sections of the community.

Company No: SC237521 / Registered Charity No: SC028301