## 

## **DIRECTOR OF OPERATIONS & SERVICE DEVELOPMENT RELATE NOTTINGHAMSHIRE**

## **APPLICATION PACK**

Relate Nottinghamshire [recruitment@relate-nottingham.org.uk](mailto:recruitment@relate-nottingham.org.uk)

96 Mansfield Rad, www.relate-nottingham.org.uk

Nottingham,

NG1 3HD

0115 958 4278

Relate Nottinghamshire is a small independent charity working as part of a national federation. We are a client-focussed organisation, and this is at the heart of all we do. We are looking for a positive, dynamic person who will lead the organisation and share our enthusiasm for the work we do.

The Director of Operations & Service Development is responsible for leading the operations of Relate Nottinghamshire and developing its business. The post-holder will provide overall leadership, direction and financial oversight for the organisation, and will work closely with the part-time operations manager to ensure operational efficiency. The Director of Operations & Service Development will be accountable to and work closely with the Board of Trustees, who are an active and supportive group of people.

The role is full-time (35 hours a week), with the option to work flexibly from the office and from home.

Salary: £35,000

Annual leave: 25 days, plus bank holidays

A workplace pension scheme and a sickness policy are in place.

We can offer the successful applicant a friendly, rewarding and supportive environment in which to work and develop the role and organisation.

If you would like to have an informal chat about this role please contact Paul Dunnery, current postholder, on 0115 958 4278.

**Job Description**

Director of Operations & Service Development

* Business planning - prepare a strategic plan and annual budget, with the help of the board of trustees. Operate within the annual budget, and effect operational delivery of the strategic plan.
* Income generation – deliver against projected client income targets by maximising the delivery of client services and generating increased client income. Ensure a sustainable income by also fundraising through bid awards and trust donations.
* Contracted work – enable the organisation to win contracts and deliver successfully against contract requirements.
* Managing operations - ensure the day-to-day operations of the organisation run effectively, working closely with the Operations Manager, and performing that role as needed. Ensure the organisation remains fully client-focussed.
* Staff management – line manage and build good working relations with the Clinical Supervisors and counsellors, the Operations Manager and the Finance Officer. Recruit and support trainee counsellors.
* Governance - ensure the organisation fulfils its legal, statutory and regulatory obligations. Uphold and promote the organisation’s policy on equality, diversity and inclusion.
* Representation - attend trustee and sub-committee meetings, supply reports to the board, and build an effective working relationship with the chair and other members of the board. Represent the organisation at external events, publicity opportunities and Relate National.

**Key Skills**

* Leadership skills – able to motivate staff and volunteers, needing personal drive and energy to achieve this.
* Interpersonal skills – able to build relationships with a variety of people, from clients and staff to the trustees and external organisations.
* Financial acumen - able to oversee all aspects of financial management to ensure resources are effectively planned, deployed and controlled.
* Business development - able to identify and implement solutions in a strategic, timely, cost- effective and efficient manner, and to develop and implement operational plans.
* Planning and organising – able to be organised, systematic and thorough. Pays attention to detail, timeframes and the needs of clients.
* Operational skills – quick to learn operational systems and procedures and able to perform an operational role that ensures the most effective service to clients.

**Experience**

* Experience of working within the charity sector would be helpful.
* Experience of working in a client-focussed organisation.
* Experience of managing staff, and of working in a team.
* Experience of business development.
* Experience of setting and realising income generation targets.

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**APPLICATION FORM**

ONLY INFORMATION PROVIDED ON THIS APPLICATION FORM WILL BE CONSIDERED BY THE PANEL. Curriculum vitae will not be accepted without a completed application form.

Candidates must outline clearly how their qualifications and experience meet the necessary requirements. All information given will be treated with the strictest confidence.

Please return your completed application form to [recruitment@relate-nottingham.org.uk](mailto:recruitment@relate-nottingham.org.uk), on or before the closing date. Late applications will not be considered.

POSITION**: Director of Operations & Business Development**

Closing date: 11th October 2022

Interview date: 25th October 2022

**1. PERSONAL DETAILS**

|  |  |
| --- | --- |
| Surname: | Telephone number (Home): |
| Forenames: | Telephone number (Mobile): |
| Postal Address: | E-mail Address: |
| Postcode: |  |

**2. QUALIFICATIONS**

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| --- | --- | --- |
| **Level**  **(e.g. Degree/GCSE)** | **Subject/ name of course** | **Grade attained** |
|  |  |  |

**3. EMPLOYMENT HISTORY** Include any gaps in employment. (Please list chronologically, starting with current or last employer)

|  |  |  |  |
| --- | --- | --- | --- |
| **Name and Address of Employer and Nature of Business:** | **Dates of employment:**  **From:**  **To:** | **Job Title:**  **Job Function/ Responsibilities:** | **Reason for Leaving** |
|  |  |  |  |

**4. TRAINING**

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| --- |
| **Details of training courses attended and awards achieved, if appropriate:** |
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**5. SUITABILITY FOR THIS POSITION**

Please write below why you think you are suitable for this post, linking to the person specification and giving examples of relevant experience.

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**7. REFEREES**

Please list the details of two persons who are willing to provide references for you. They should be persons who know you (but who are not members of your family) and who are qualified to give an opinion about how you are suitable for the post. We will not contact referees unless and until we are prepared to offer the post to you.

|  |  |
| --- | --- |
| Name: | Name: |
| E-mail: | E-mail: |
| Telephone No.: | Telephone No.: |
| Relationship to you: | Relationship to you: |

**8. SPECIAL REQUIREMENTS**

Please list any special requirements or reasonable adjustments needed if you are offered an interview. The company is an equal opportunities employer and as such welcomes applications from all applicants who are qualified to undertake the role.

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**9. VERIFICATION OF INFORMATION**

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| I declare that all information which I have provided is correct. I understand that any false information given may result in a job offer being withdrawn or my employment terminated.  Signature: Date: |

|  |
| --- |
| **START DATE** |
| If you were selected, when could you start? Please give period of notice and details of any booked holidays if applicable. |