

JOB DESCRIPTION

Job Title: Operations Manager (Maternity Cover)

Reporting to: Chief Executive

Location: Mahdlo, Egerton Street, Oldham, OL1 3SE

Hours: 37.5 hours per week

Duration: 12 months maternity leave cover

Our Vision

To be a beacon of excellence for youth-led provision in Oldham.

Our Mission

To deliver high quality, innovative activities and experiences for young people from Oldham aged 8-19 (25 with a disability); to provide opportunities, raise aspirations and support young people to be the best they can be.

Our Values – The Way We Work

Passion

Respect

Inclusion

Dependability

Excellence

Job purpose:

To lead all aspects of Mahdlo's youth work provision and manage the team of staff and volunteers who deliver it.

To set and maintain high standards and ensure that the Youth Zone and Districts provisions provide a supportive, safe, inclusive and positive environment that engages and retains young people from across the borough, and effects real change in their lives.

To ensure operational excellence and identify how the service can be further enhanced and developed.

Key Responsibilities:

Service Excellence

1. Establish and deliver a high quality diverse youth work offer across Mahdlo's 6 themes (Get Active, Get Creative, Get Sorted, Get Connected, Get Ahead and get Outdoors) which is exciting, safe, challenging and developmental.
2. Work with the delivery team to ensure that the activities and opportunities are tailored to specific needs and interests of the young people and that there is a coherency and consistency in quality of the offer and its delivery.
3. Establish links across the Borough to ensure the programmes meet the needs of existing and new members, engages a diverse range of young people from across Oldham, support their active participation and promote their retention.

4. Maintain a good understanding of the young people we work with; the issues, challenges and the complexities of delivering in a youth zone setting through direct work with young people during sessions and through good communication with the team.
5. Through an innovative approach, ensure Mahdlo looks and feels exciting and ensure that the atmosphere and offer is appropriate and engaging.
6. Deal with issues arising during Youth Zone sessions and ensure a consistent approach to standards around boundaries and behaviours.
7. Ensure there are appropriate forums and opportunities for young people to have a meaningful voice in programme and organisational development at Mahdlo in particular ensuring that their ideas and views contribute fully in the planning, delivery and evaluation of sessions, projects and activities.
8. Ensure that the youth work delivery is carried out in a planned, systematic and co-ordinated way.
9. Ensure that the needs of young people who are disaffected and disadvantaged are targeted in the Youth Zone's programme through effective programme planning and promote cultural cohesion and inclusion

Safeguarding and Risk Management

1. Support the delivery of the charity's mission by ensuring that up to date and robust safeguarding policies and procedures are in place.
2. Ensure staff receive the required safeguarding training and that procedures are properly followed at all times.
3. Ensure the charity has a robust approach to risk management, including person centred risk assessment and risk management processes.
4. Act as the charity's Designated Safeguarding Lead, working openly in partnership with key agencies including LSCB and social services.

Leadership

1. Deliver a strong performance management culture.
2. Lead and develop teams of staff (including full time staff, part time youth workers and volunteers) and support and coach them to achieve their full potential within their given roles.
3. Set and manage budgets and resources associated with the different sections of the Youth Zone.
4. Develop systems and programme models to ensure that provision is of the highest quality and achieves positive outcomes for children and young people.
5. Manage the day-to-day operations at Mahdlo, ensuring that policies and procedures are appropriate and adhered to.
6. Ensure that funded projects are appropriately delivered and managed in line with our systems and procedures.
7. Ensure that all projects and activities operate within the safeguarding, health and safety, diversity and equal opportunities policies.
8. Actively promote Mahdlo to partners, families and young people including leading on the development and delivery of community-based events/activities and managing key personnel to use appropriate marketing particularly through our website and social media.
9. Develop and maintain strong working relationships with external partners, the public, private and voluntary sector within the Borough to raise the quality of our offer, create greater integration and ensure better outcomes for young people.
10. Network at a senior level with key partners, stakeholders and supporters, in order to maintain relations at the highest level to secure significant support.

11. Manage the development and implementation of monitoring and evaluation systems across all programmes and projects to demonstrate the impact of the Youth Zone, develop organisational learning and identify areas for development to ensure the continuous improvement of our delivery.
12. Take a creative and enthusiastic approach to making Mahdlo a hub for youth activity in Oldham and a leader in its field.
13. Be an active member of the management team and deliver a focused, measurable contribution to Mahdlo's overall strategic plan operating in line with Mahdlo's values, principles, policies and procedures.
14. Work a flexible pattern including evenings and weekends in line with the role/team requirements.

General Requirements

- Contribute positively to a range of exciting activity programmes for children and young people in the hub and districts that will challenge, stimulate and provide new opportunities, in line with the Mahdlo six key themes: Get Active (Sports); Get Creative (Arts); Get Sorted (personal development, crime prevention and health and wellbeing); Get Outdoors (outward bound and environmental activities); Get Connected (leadership, volunteering and citizenship); Get Ahead (employment and enterprise).
- Work diligently to meet the requirements of this job description
- Always seek to continuously improve so that the highest quality standards are achieved
- Participate positively in internal/external meetings and training as required
- Positively participate in one to ones and appraisals
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Mahdlo's culture, values, aims and objectives
- Act as a positive ambassador for Mahdlo at all times
- Positively contribute to Mahdlo's team working environment, taking ownership of issues and supporting colleagues where appropriate
- Be flexible and willing to undertake any other duties that may be reasonably be required

In accordance with Mahdlo's Child Protection and Safeguarding procedures, this position requires an enhanced DBS check and will require you to complete Safeguarding training within 3 months of appointment and refresher training thereafter.

Person Specification

Operations Manager	Essential	Desirable
Qualifications		
A JNC recognised Professional Youth Work Qualification.	✓	
Experience		
Experienced in youth work at a senior level	✓	
Experience of managing and delivering youth work for young people including those with challenging behaviour and of varied abilities in a range of settings and with different specialisms	✓	
Experience of taking lead for organisational safeguarding procedures	✓	
Experience of delivering strong performance management culture	✓	
Proven leadership and management experience including managing staff and volunteers	✓	
Experience of working collaboratively with senior managers in a range of organisations including the voluntary sector, schools, parents and carers and other external agencies	✓	
Experience of developing and maintaining strong relationships with external partners	✓	
Experience of implementing quality assurance procedures		✓
Knowledge and Skills		
A sound understanding of the principles and delivery mechanism for engaging young people in youth and community work.	✓	
Excellent communication, relationship building and interpersonal skills	✓	
Proven track record in project management.	✓	
Effective people management skills and coaching skills.	✓	
Awareness of the barriers young people may face.	✓	
Excellent planning and organisational skills with the ability to think innovatively, strategically and the flexibility to adapt to circumstances	✓	
Strong negotiation skills.	✓	
Ability to be self-motivated and work to; set deadlines, meet project targets and work under pressure.	✓	
Ability to hold confidential information and knowledge of information sharing protocols	✓	
Ability to complete reports to a high standard in line with funding, contract and manager requirements and to maintain up to date recording of information.	✓	
Ability to identify and challenge discrimination and discriminatory behaviour, taking appropriate action as necessary	✓	
Ability to monitor and evaluate success and impact and utilise results to better plan provision	✓	
Personal Attributes		
Punctual and reliable	✓	
Commitment to personal and professional development.	✓	
High aspirations and highest possible standards for young people.	✓	
Full commitment to inclusion and belief that young people of all backgrounds can achieve.	✓	
Able to work in the evenings and at weekends	✓	
Current driving license		✓