

## Reading Operations Manager Job Description

<b>Reports to:</b>	Client Services Manager
<b>Direct reports:</b>	Client Services Coordinator
<b>Term:</b>	6 months fixed term with possibility of extension

### **Main purpose:**

To manage our Reading Centres operations and processes. Enabling our programmes in Reading for adults and children at risk.

To provide line management to the Reading Client Services Coordinator and ensuring that processes and working effectively.

To be a key contact point with referral partners and promote the work of Thrive, building referral pathways.

### **Key Responsibilities:**

#### Client Services Delivery

- Engage local referral partners to maximise awareness of Thrive and grow referral pathways e.g Local Authorities forums, schools and other support services.
- Negotiate care packages with Local Authorities as needed
- Ensure that all new clients have an appropriate induction and assessment of needs and personal goals by a Practitioner; facilitate taster sessions as appropriate.
- Ensure effective data recording to demonstrate client progression and achievements.
- Manage the implementation of operational risk assessments, working with the Client Services Manager to ensure all risk assessments are regularly reviewed.
- Ensure Thrive's Health & Safety policies and procedures are properly implemented and adhered to, implementing monitoring and actions.
- Ensure that Accidents & Incidents are properly recorded and reported; implement required actions to mitigate further occurrences.

#### Gardens and Horticultural Resources

- Manage the procurement of horticultural materials and equipment, ensuring running costs remain within agreed budget.
- Input to the development of new programmes (on site and outreach) assessing risk and practicalities.

#### Management

- Working with the Practitioners and Client Services Co-Ordinator, ensure that there is, at all times, sufficient staff and volunteer capacity for the safe running of the services. Arranging cover for planned and unplanned absences, re-allocating volunteers and scheduling freelancers as required.

- Manage the Client Services Coordinator, assisting with the client referral processes and volunteer coordination.
- Input to the monitoring of monthly management accounts and collation of data required on a monthly, quarterly and annual basis.

#### One Thrive

- Play an active role in the Client Services Team, inputting to organisational development and improvement projects, as required.
- Assist colleagues across Thrive with access to suitable case studies, testimonials, feedback, data and photographs to support funding bids, funder reports, commissioners' reviews/audits, communications and campaigns.
- Input to and support local events, representing Thrive to local stakeholders, including community groups, to increase awareness and engagement with the charity.

This list is not exhaustive. Amendments and additions may be required in the future, in line with policy and other changes.

## Person Specification

Area	Essential	Desirable/Useful
Skills and Knowledge	<ul style="list-style-type: none"> <li>• Interpersonal and communication skills and the ability to build rapport with a diverse range of people</li> <li>• Ability to manage and motivate self and others</li> <li>• Up to date digital skills including use of MS Teams; CRM systems to manage work and reporting; comfortable with MS Office tools</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of adult social care, social prescribing, and health and social commissioning</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Evaluating and delivering key operational objectives and associated KPIs</li> <li>• Following a process</li> <li>• Effective cost management</li> </ul>	<ul style="list-style-type: none"> <li>• Worked with adults at risk</li> <li>• Application of risk management and operational Health &amp; Safety to service delivery</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>• A clear thinker with good analytical skills</li> <li>• Strong verbal and written communication</li> <li>• Strong personal organisation and co-ordination</li> <li>• Flexibility in the working environment</li> <li>• Ability to work on own initiative and as part of a national team</li> </ul>	<ul style="list-style-type: none"> <li>• Good standard of numeracy</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Committed to the aims of Thrive</li> <li>• Committed to developing self and others</li> </ul>	

## Overview of Terms of Employment & Benefits

**Salary:** £28,000 pa

**Contract:** 6-month fixed term contract

**Location:** Thrive Reading. The role will involve occasional travel to other Thrive Centres and elsewhere to support delivery of Thrive's Services

**Working hours:** a normal working week is 35hrs, Monday to Friday 8.30-4.30pm. The role could be completed in 28hrs. Some flexibility of working hours may be required and given the nature of Thrive's services working on evenings or Saturdays and Sundays is undertaken from time to time, in which case days off in lieu will be granted.

**Probationary period:** there is a probationary period of 3 months, with reviews at 1 months and 3 months. Thrive may extend this period of probation if necessary.

**Notice periods:** during the probation period, the notice period will be 4 working weeks. After the probationary period, the notice period will be 8 working weeks.

**Holidays:** annual holiday entitlement is 25 days, rising to 27 days after 5 years. In addition to annual holiday entitlement, you are entitled to all statutory holidays and bank holidays, or if work is undertaken on those days you are entitled to straight days off in lieu.

**Sickness absence:** Full salary for the first 20 days; half salary for the next 20 days; subsequent absences at nil salary (apart from any SSP entitlement) until return to work.

**Pension:** you will be automatically enrolled into Thrive's contributory pension after 2 months employment. Thrive's contribution to the pension scheme is 4% of gross salary and you will be required to contribute a minimum of 4%.

### Death in Service Benefit

**Employee Assistance Programme:** The EAP offers a range of services that are designed to offer you a happy and fulfilling life. This includes access to free counselling services and several information helplines.

**My work life solutions:** My Work/Life Solutions is your online portal where you can access and manage all your benefits in one convenient place. You have access to a range of discounts and offers on hundreds of retailers.

## To Apply:

Please send your CV and a written statement explaining how you meet the person specification and what you will bring to Thrive, to [recruitment@thrive.org.uk](mailto:recruitment@thrive.org.uk) by **9pm on Sunday 13<sup>th</sup> of November 2022**.

**We encourage early application, as we'll be interviewing strong candidates when we receive their applications.**

To achieve our goal of engaging as many people as possible in 'gardening for health', we know that our employee team needs to better reflect and represent all our communities. Therefore, we particularly welcome applicants from a Black, Asian and Minority Ethnic background, and disabled people, as these groups are currently under-represented among Thrive's employees.

Thrive are a Disability Confident Employer and as such we are committed to the employment and career development of disabled people and will offer an interview to give you the opportunity to demonstrate your abilities at an interview, if you declare that you have a disability and meet the minimum criteria for the job.



By 'minimum criteria' we mean that you must provide us with evidence in your application which demonstrates that you generally meet the level of competence required for each competency as well as meeting any of the qualifications, skills or experience defined as essential.

Successful appointment to this post will be subject to satisfactory references and Disclosure & Barring Service checks. Thrive complies fully with the DBS Code of Practice. Having a criminal record will not necessarily prevent an individual from working for Thrive.

Charity No. 277570

Company No: 1415700