

LEICESTER RAPE CRISIS LTD

OPERATIONS MANAGER JOB DESCRIPTION

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| Pay | £28,000 pro rata |
| Hours of work | 30 hours part time |
| Leave | 25 days per annum including bank holidays (pro-rata) |
| Accountability | Strategy Manager |
| Relationships | The line management of service staff: Young Person's Worker, ISVA, Outreach Worker, administration staff and co-ordination and support of volunteers. |

Job scope and purpose

The Operations Manager will play a key role in coordinating the day-to-day operations of Leicester Rape Crisis, with a focus upon line managing and supporting staff and recruiting, training and managing our valuable team of volunteers. The Operations Manager will, together with the Strategy Manager, have a responsibility for ensuring that services are delivered to the Rape Crisis England and Wales (RCEW) national service standards. The Operations Manager will manage and allocate referrals into our counselling and support services, and will also oversee the Leicester Rape Crisis telephone helpline. The Service Coordinator will be client-centred and anti-discriminatory in their outlook and will be committed to ensuring that organisational policies and procedures are correctly implemented in order to protect the interests of staff, volunteers, clients and the overall credibility and reputation of Leicester Rape Crisis.

Main duties

Oversee the delivery of the helpline and counselling and support services.

Lead the recruitment, selection and training of volunteers.

Assist the Manager in the recruitment and training of paid staff.

Supervise and support staff and volunteers, and coordinate the induction of new staff members and volunteers.

Hold formal supervision meetings with non-clinical staff and volunteers, and ensure that trainee and professional counsellors are able to access clinical supervision.

Ensure that staff and volunteers comply with funders' requirements, including meeting and exceeding service targets and collecting and recording relevant data for internal and external monitoring and evaluation purposes.

Lead in processing and making decisions about referrals, ensuring that allocations are tailored to client needs.

Ensure that the organisation's policies and procedures and the RCEW national service standards are properly implemented in all aspects of day-to-day operations.

Liaise with the Strategy Manager to ensure that policies and procedures remain up-to-date, fit-for-purpose and consistent with the RCEW national service standards.

Develop internal training programmes for volunteers and staff and, when required, contribute to external training programmes.

Coordinate team meetings and volunteer events.

Develop the recently piloted outreach services in Leicestershire and Rutland.

Provide information and reports to the Manager as required, and attend meetings of the board of trustees if required

Manage the maintenance of the building and implement health and safety procedures, reporting any breaches or concerns to the Manager.

Attend external groups/networking that directly link with the role and work in partnership with other organisations where required.

Maintain and promote the credibility and reputation of Leicester Rape Crisis.

To take part in training and other professional development activities.

Any other duties commensurate to this post.

OPERATIONS MANAGER SERVICE COORDINATOR PERSON SPECIFICATION

| Criteria | Desirable | Essential | Measure |
|---|-----------|-----------|-----------------------|
| Qualifications and experience: | | | |
| GCSE or equivalent in English and Maths or substantial experience in a similar role | | ✓ | Application |
| Minimum of 2 years' experience of delivering similar services | | ✓ | Application |
| Experience of working in the voluntary sector as a volunteer trustee or employee | | ✓ | Application |
| Experience of managing staff and /or Volunteers | | ✓ | Application |
| A diploma in counselling | ✓ | | Application |
| Knowledge and understanding | | | |
| Demonstrates an understanding of the politics, dynamics and challenges for the women's sector | ✓ | | Application Interview |
| Demonstrates passion and a commitment to the interests of our clients | | ✓ | Application Interview |
| Understands the issues generated by sexual violence for survivors, and its different forms | | ✓ | Application Interview |
| Understands the difference between counselling and support and the process and benefit of counselling | ✓ | | Application Interview |
| Demonstrate an understanding of and commitment to, diversity and equality issues | | ✓ | Application Interview |
| Skills | | | |
| Computer literate in Microsoft Word, PowerPoint, Excel and able to adapt to new software and IT systems | | ✓ | Application |
| Organisational skills, able to manage own and team priorities | | ✓ | Interview |
| Experience in leadership and managing others | | ✓ | interview |
| Policy development and implementation | ✓ | | Application |
| Abilities | | | |
| Able to communicate at different levels | | ✓ | Interview |
| Able to negotiate in a diplomatic and assertive way | | ✓ | Interview |
| Able to analyse data and write succinct reports to a variety of audiences | | ✓ | Application Interview |
| Full driving licence and access to a car | | ✓ | Application |

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| Willing to travel within Leicester, Leicestershire and Rutland; | | v | Application |
| Flexible to accommodate evening and weekend working if required | | v | Application |