



## Job Description

<b>Job Title:</b>	Operations Manager Projects
<b>Salary:</b>	£32,000 p.a. (pending pay review in April)
<b>Hours:</b>	Full time – 35 hours per week
<b>Responsible to:</b>	Chief Executive Officer
<b>Responsible for:</b>	Project Officers and Project Workers in the department
<b>Location:</b>	KDC North West, 263a Tarbock Road, Huyton, Merseyside, L36 0SD, with frequent travel throughout Merseyside.

### Job Purpose:

To lead and manage the development and delivery of a range of services and projects for adults with learning disabilities and/or autism that enable KDC North West's vision, which is to see communities where all people are included, live independently and are valued as equal citizens.

### Such services and projects currently include:

Community Education Programmes – learning and development activities specifically designed for adults with learning disabilities to gain skills and confidence to improve their independence, including moving into voluntary and paid employment.

A Good Life – a project providing wrap-around, personalised support and advocacy for adults in Knowsley who are disadvantaged for any reason, be it poverty, disability, age or other circumstances which prevent them from having 'a good life'.

'Someone To Talk To' service, offering telephone support and talking therapies to help combat isolation, anxiety and depression continues to develop and expand services.

The BIG Group – a community of adults with learning disabilities facilitated to actively support each other to self-advocate, gain confidence and improve independence.

Other activities include organising outings and regular events for local adults with learning disabilities to socialise, build relationships and engage with the community.

### Key Responsibilities:

- Manage and support staff and volunteers engaged in planning and delivering services
- Develop opportunities for growth and diversification – in line with KDC North West's Mission.
- Ensure that services are responsive, accessible and relevant and are designed and delivered to meet the needs of the user.

- Ensure systems for the collection and reporting of outputs, outcomes and impact.
- Make grant applications and bids to secure necessary funding for current and new projects.
- Ensure that all funded projects are run in line with SLAs and performance is appropriately reported.
- Ensure that KDC North West plays an active and influential role within the statutory health and social care, voluntary, and adult community education sectors.

### **Principle Duties:**

- Leading, supervising and motivating the team of staff and volunteers engaged in the delivery of services to ensure their continued development and maximising the use of individual skills and talents for the benefit of the organisation and its service users.
- Working with to increase volunteering opportunities and ensuring that volunteers are supported and engaged to make an active contribution to organisation success.
- Working with the staff team to develop new and sustainable services for the organisation.
- Identifying funding opportunities, writing applications and working with the staff team to develop and deliver suitable fundraising activities.
- Embedding systems to support, monitor and assess the current and potential services and activities to ensure their continued high quality.
- Working with disabled people to identify what services they need and want and how they should be delivered.
- Working with the staff team to advertise and promote services and increase brand recognition including through securing awards.
- Working with the CEO and Leadership Team in preparing, monitoring and updating the Strategic Plan and contributing to the determination and implementation of strategies to achieve the goals of the plan.
- Producing KPI and performance management reports for presenting to the Board of Trustees.
- Working collaboratively and maintaining positive relationships with health and social care, voluntary sector and FE partner organisations.
- Managing service costs in line with budgets.

### **Other duties:**

- Promote KDC North West by representing the organisation at network events and relevant meetings as required.
- Identify and actively pursue opportunities that align with the Business Plan priorities.
- Maintain market awareness, best practice and competitor intelligence and influence product/service development.
- Be a role model for the company culture.

### **Key Working Relationships:**

- Service users, families and carers
- The Learning Disabilities staff team, Volunteers and the wider KDC staff team

- Social care management teams, local voluntary organisations and groups, statutory health and social care agencies, SEND education leads and FE Colleges, supported employment agencies, local businesses and Chambers of Commerce, grants and funding officers.

### **General requirements:**

- To work at all times in accordance with the philosophy, ethos and values and principles of the organisation
- A commitment to EDI Practices
- A commitment to undertake the necessary training and development activities in order to fulfil the role and potential.
- Willingness to attend staff meetings, external events, conferences and other meetings as required.
- Prepared to become familiar with and adhere to all of the organisation's Policies and Procedures
- To comply with individual responsibilities in relation to health and safety in accordance with KDC North West Health and Safety Policy and Procedure and to ensure all health and safety requirements are effectively implemented.
- Willingness to participate in KDC North West promotional fundraising, social events and other activities as requested

Note: The offer of employment will be subject to an enhanced Disclosure and Barring Service record check (DBS) before the appointment is confirmed. Criminal convictions will only be taken into account when they are relevant to the post.

### **Further Information**

#### **Equality & Diversity**

It is the responsibility of all employees to support KDC North West positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

#### **Safeguarding Children and Vulnerable Adults**

KDC North West is committed to safeguarding vulnerable adults, children and young people. As an employee you are accountable to ensure that you know how to respond when you are concerned for the safety of a vulnerable adult, child or young person and will support you in this process by providing training, support and advice.

## **Records Management and Quality**

As an employee, you are legally responsible for all records that you gather, create or use as part of your work within KDC North West and they remain the property of the Company. This includes client, financial, personal and administrative records, whether paper based or on computer. All staff have a responsibility to ensure information quality standards and the provisions of GDPR are achieved.

## **Information Security**

Under the provisions of the Data Protection act 2018, it is the responsibility of each member of staff to ensure that all personal data relating to clients and members of staff, whether held in manual or electronic format, is kept secure at all times.

## **Personal Development Review**

KDC North West is committed to providing a high quality service through the effective management and development of its employees, including meeting skills and training needs. The Personal Development Review process ensures that KDC North West is able to achieve its key aims and objectives, whilst enabling employees to understand how the outcome of their contribution fits within these overall aims. All staff will be expected to participate fully in the process and comply with the Policy.

## **Training and development**

KDC North West will assess the training requirements for all new staff prior to commencement and aims to ensure that all mandatory training is completed within the first three months of staff starting. Refresher training must also be undertaken on a regular basis and in accordance with policy.

## **Rehabilitation of Offenders Act 1974**

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

## **Data Protection**

As your employer, KDC North West needs to keep information about you for purposes connected with your employment. The sort of information we will hold includes information for payroll purposes, references, contact names and addresses and records relating to your career with the Company. These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 2018. The information which we hold will be for our management and administrative use only but we may need to disclose some information we hold about you to relevant third parties (e.g. HMRC).

## **Disability Confident**

KDC North West values the diversity of all its employees. As a commitment to supporting disabled applicants and employees, we have been awarded Disability Confident Employer. This means:

- When you fill in the application form we will ask if you have a disability to make sure the application process is fair to people who have a disability.
- We will interview any person who declares they have a disability that meet the essential criteria for the job they are applying for. The essential criteria are the most important things needed to be able to do the job.

**This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Operations Manager Projects**

**March 2025**

### Operations Manager Projects– Person Specification

Requirement	Essential	Desirable	Measure
<p><b>Specific Skills and Behaviours</b></p>	<ul style="list-style-type: none"> <li>▪ Demonstrable ability to quickly establish personal credibility, and to develop and maintain effective working relationships with groups and individuals with differing perspectives and agendas using strong negotiation and closing skills.</li> <li>▪ Experience of working collaboratively and in partnership with individuals, groups, organisations and stakeholders internally and externally.</li> <li>▪ Excellent attention to detail and written communication skills, including writing summaries and project overviews,</li> <li>▪ Ability to manage own time across multiple project strands.</li> <li>▪ Excellent prioritisation and personal time management skills including the ability to deliver work to agreed timescales and standards.</li> <li>▪ Excellent interpersonal, communication and presentation skills.</li> <li>▪ Excellent IT skills, with good knowledge of Microsoft packages.</li> <li>▪ Ability to think and plan strategically, translate plans into actions proactively and balance risk against benefits to achieve positive outcomes.</li> <li>▪ Understanding of and commitment to equal opportunities and to KDC North West mission, vision and values.</li> <li>▪ An understanding of consortium working and contracting.</li> </ul>		<p>Application Interview</p>
<p><b>Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>▪ Experience of successfully managing and delivering a programme or range of projects in parallel</li> <li>▪ Experience of working with professionals from a variety of backgrounds and professional groups</li> <li>▪ Experience using a range of project and programme management tools (e.g. risk registers, project plans, lessons logs)</li> <li>▪ Experience in a team leadership or staff management role</li> <li>▪ Experience working with adults with learning disabilities and/or autism</li> <li>▪ Experience of managing an operational budget and understanding of how to deploy resources cost effectively.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Track record in producing successful bids to secure grant funding</li> <li>▪ Experience of setting up new services and evidence of their success.</li> <li>▪ Experience of public sector tenders/procurement</li> <li>▪ Familiarity with local services offered by statutory and VCS organisations</li> </ul>	<p>Application Interview</p>

Requirement	Essential	Desirable	Measure
	<ul style="list-style-type: none"> <li>▪ Knowledge and awareness of current approaches, guidance and practices in providing educational services for adults with a learning disability.</li> <li>▪ Experience in designing and delivering person-centred support, services and activities that promote empowerment and independence</li> <li>▪ Clear understanding of GDPR and safeguarding of adults at risk of harm</li> </ul>		
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>▪ GCSE English &amp; Maths</li> <li>▪ High standard of spoken and written English</li> </ul>	<ul style="list-style-type: none"> <li>▪ Level 3 Institute of Leadership and Management (or equivalent)</li> <li>▪ Level 5 Diploma in Leadership in Health and Social Care or equivalent.</li> <li>▪ Qualified teacher with SEN experience</li> <li>▪ Award in Education and Training (AET)</li> <li>▪ AQA Assessor Qualified</li> </ul>	Application
<b>Other requirements of the job</b>	<ul style="list-style-type: none"> <li>▪ Current clean driving license and business cover insurance and access to own transport</li> <li>▪ Ability to travel efficiently around Merseyside</li> <li>▪ The role may require some working outside of office hours and occasionally at weekends.</li> </ul>		Application Interview

March 2025