



JOB DESCRIPTION AND PERSON SPECIFICATION

POST: OPERATIONS MANAGER (CIAG)

REPORTS TO: HEAD OF OPERATIONS

JOB PURPOSE: This is one of several posts, working closely together as an Operational Management team, to deliver CIAG services, with lead roles in areas of responsibility and specific focus which may vary and change over time.

The aim is to ensure clients and customers receive high quality, effective and impactful CIAG services that meet contractual and/or statutory requirements ensuring high standards of equality, inclusion and diversity in the delivery of all services.

MAIN DUTIES

- 1 To evaluate the effectiveness of services for clients (young people/adults) in line with contractual requirements, including monitoring the use of services to determine methods of operation, standards of performance and ways of working to meet the diverse needs of clients, customers and contractual targets and in line with Freddie* principles.
- 2 To have responsibility for relationships with contractors/customers (funders); including the identification of gaps in provision and cooperation/advocacy with other specialist agencies to provide services as appropriate.
- 3 To prepare reports on areas of responsibilities as and when required internally and externally to represent the company and the needs of clients/customers with external bodies

¹ Please note that for an applicant with a disability which prevents them from acquiring a driving licence, it may be possible to make reasonable adjustments. Also, whilst this appears as a desirable criterion, given the range of locations and flexibility needed, consideration would be given to otherwise suitable applicants without a full driving licence, where there is reasonable scope in the team as a whole to structure workloads to take account of this



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- 4 To lead teams of Careers Advisers, implementing continuous improvement, deploying staff, allocating work and implementing policy decisions. This includes being responsible for the standard and quality of

the work of the teams, undertaking regular staff reviews, and making recommendations for staff development.
- 5 To ensure Delivery Agreements are developed and in place with customers/contractors and other agencies including their negotiation with senior and other responsible staff according to context.
- 6 To write and promote guidelines, procedures and standards of service delivery and customer service and to continuously develop, monitor and revise these.
- 7 To encourage and involve customers/contractors and clients in the design, delivery and evaluation of all aspects of our services in accordance with policies and procedures.
- 8 To work with colleagues and partners to develop and disseminate best practice in CIAG and customer service and to challenge poor practice.
- 9 To contribute to recruitment, induction, retention and the monitoring of standards and quality of work of all frontline staff. To support staff working in frontline services and ensure support measures are in place to manage stress.
- 10 To develop staff including induction and coaching to support performance and learning
- 11 To contribute to the development, regular monitoring and review of business and delivery plans.

**Fredie (Fairness, Respect, Equality, Diversity, Inclusion and Engagement)*

SUPERVISORY RESPONSIBILITY

Responsibility for the work of a range of Careers Advisers, Trainee Careers Advisers and other staff as needed.

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ADDITIONAL RESPONSIBILITY

The postholder will be responsible for:

- 1 Managing Careers Advisers or other staff who are seconded to or from other agencies.
- 2 Specific duties as outlined in the company's Health & Safety Manual.
- 3 Undertaking the assessment of Careers Advisers working towards NVQ 4/6 in Career Guidance and Development, supervising placements and providing reports for students on the PG Dip in Career Development.
- 4 Co-ordinating work across the company in respect of particular functions as determined by the Executive Team.

ESSENTIAL CRITERIA

Knowledge and Experience

- 1 An appropriate qualification at level 4, preferably Diploma in Careers Guidance Parts 1 and 2 or Qualification in Careers Guidance (QCG), NVQ Level 4 in Guidance/LDSS, PG Dip in Career Development or equivalent.
- 2 Recent relevant experience in the information, advice, guidance and support sector.
- 3 Sound knowledge of current policy, practice, provision and developments relating to the training, employment, education and guidance sector

Skills

- 4 Evidence of effective leadership and management skills demonstrating the ability to manage, motivate and support Careers Advisers, allocating responsibilities, monitoring output and performance, producing results against targets and providing regular reports.

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- 5 Successful recent experience of developing and maintaining supportive team working relationships with other individuals and agencies for the benefit of young people and in a way that overcomes barriers.
- 6 Ability to understand emerging trends and research and implement innovative practice

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- 7 Ability to work in a political environment and manage relationships with partners
- 8 Flexibility and adaptability to managing change and conflicting demands, including a willingness to work unsocial hours when necessary.
- 9 Evidence of excellent communication, presentation and negotiation skills.
- 10 Ability to handle and interpret large amounts of information, particularly with respect to available services and their appropriateness to individual clients and agencies.
- 11 Confident in the use of IT systems to support all aspects of work.
- 12 A commitment to the achievement of a high level of customer care (internal and external) and quality of service.
- 13 Good awareness and oversight of FREDIE and Equal Opportunities policy and practice.
- 14 Ability to meet the requirements of an Enhanced DBS Disclosure.

DESIRABLE CRITERIA

- 20 A degree or equivalent
- 21 Managerial experience – could include eg peer mentoring, NVQ assessor role, assistant management role - especially within a careers company.
- 22 NVQ Level 4 in Management or some management training.
- 23 Counselling skills.
- 24 Knowledge and understanding of relevant networks and agencies.
- 25 Knowledge of systems for the maintenance and retrieval of information.
- 26 Full driving licence or immediate prospects of acquiring one plus access to a motorised vehicle and willingness to use it for business purposes.¹

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ADDITIONAL REQUIREMENTS

The postholder will:

- ensure the Health and Safety of all staff and resources within the postholder's area of responsibility, i.e. delegated responsibility in relation to the nature of the postholder's duties and personal responsibilities as per Section 7 and 8 of the Health and Safety at Work Act 1974 and regulation 12 of The Management of Health and Safety at Work Regulations 1999.
- undertake such other duties and responsibilities of an equivalent nature, as may be determined by the Chief Executive from time to time, in consultation with the postholder.
- carry out duties at all times in such a way as to safeguard and promote the welfare of children and young people and to follow the company's safeguarding policy and procedures.
- carry out duties at all times in compliance with the Company's Equal Opportunities Policy and commitment to Freddie principles
- agree that the company will apply for an Enhanced Disclosure from the Disclosure & Barring Service at the point of commencing in the post and on a regular basis as determined by the company, provide evidence of identification to support the application, declare any criminal convictions at the point of application and declare any subsequent criminal conviction so that the company can consider if it adversely impacts upon the postholder's role.
- demonstrate commitment to and comply with the Company's policy of meeting quality standards and striving for continuous improvement.
- demonstrate a professional and flexible approach in fulfilling the requirements of the role.
- avoid disclosing information acquired whilst carrying out duties where such information is of a personal, sensitive or confidential nature, except where essential for the effective performance of those duties in line with

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data sharing agreements and guidelines on sharing information with third parties.

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