

Head of Operations North Staffordshire

Recruitment Brochure





Welcome to Support Staffordshire

Contents

Introduction	3
Role Summary	4
About Support Staffordshire	5
Our Values	7
Why work for Support Staffordshire?	8
Job Description	10
Person Specification	12
Application Process	14





Introduction

Message from the Chief Executive

Thank you for your interest in working for Support Staffordshire.

Put simply, we want the very best and most talented people to work for us. However, that doesn't mean just those with academic qualifications (though we like them too). It means those who bring experience from all walks of life, in the voluntary sector, from statutory organisations such as councils or the NHS, self-employment and from private business backgrounds. We also really value experience you may have from unpaid voluntary work, being on a committee, a parish council, as an unpaid carer or something else where you have gained skills and experience for life. We want you to perform at your best when applying, and at interview (if we are lucky enough to short list you) – so please just ask if there is anything that is not clear or that you are feeling unsure of.

Joining Support Staffordshire means joining one of the best employers in the county, with family friendly policies and an award-winning commitment to staff health and wellbeing. So, do take a minute to look beyond the salary, as we know working here won't make you a millionaire, but it might offer you priceless other benefits.

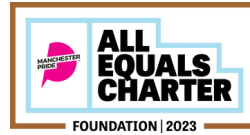
If working for us ends up being a match made in heaven you will get the opportunity to make a real difference to the lives of Staffordshire people. Often supporting the most marginalised to get on in life. Giving greater voice to communities and causes that you and others care about. We try our best to live up to our values in all we do, and they genuinely matter to us, so please make sure you read and absorb what they mean to you.

I look forward to seeing how your interest pans out, and meeting the successful candidate soon, so we can keep building a Stronger Staffordshire together.

Yours faithfully

Garry Jones
Chief Executive of Support Staffordshire





Head of Operations North Staffordshire

Permanent

37 hours a week

£36,500-£39,000 (actual)

Main base Newcastle-under-Lyme or potentially Stafford or Leek for exceptional candidates, with travel and partial home working

This is a rare opportunity to join the Executive Leadership team at one of the county's best employers and largest local charities, with the potential to have a massive positive impact for local communities

Do you have experience in a senior leadership role or demonstrable relevant capability to take a step up from your recent career, plus bags of energy and enthusiasm to make a real difference for communities?

Have you got a good working knowledge of the voluntary sector and experience of living, working or volunteering in North Staffordshire?

Are you equally at home talking community development with voluntary groups, as speaking strategy with local officials?

Then take a further look and consider applying for this gem of a job!

Support Staffordshire is working hard to become more inclusive of the communities we serve, and as such is especially keen to hear from applicants with protected characteristics and lived experience, that bring knowledge, skills and experience.

We welcome an informal conversation in the first instance; please contact Chief Executive, Garry Jones on garry.jones@supportstaffordshire.org.uk

In order to be considered for this position, you will need to complete an Application Form and Equity, Diversity and Inclusion Monitoring Form.

The person appointed will require,

- Proof of right to work in the UK
- Two satisfactory references

Closing date: Thursday 26 September 2024

Interview date: Wednesday 9 October AND Friday 25 October 2024



About Support Staffordshire

Support Staffordshire is a Staffordshire based charity which empowers communities to be the best they can be. We support communities, individuals and organisations to work together to bring about positive change in their community by actively encouraging Social Action.

Our aim:

- to increase people's skills and knowledge
- harness people's drive, enthusiasm and energy
- enhance individual and family livelihoods
- build capacity in neighbourhoods & communities
- improve the relationships and resilience of organisations and individuals

How we do this:

We deliver the four functions of Local Infrastructure as recognised and promoted by the National Association for Voluntary & Community Action (NAVCA):

1. Volunteering

- Promoting volunteering at events
- Promoting volunteer opportunities and matching volunteers to opportunities
- Supported volunteering

2. Capacity Building

- Membership
- Locality Officer support
- Right Start training and Supportive Communities
- Community development support
- Consultancy and training development

3. Partnerships & Collaborations

- Member Census and state of the Sector Report
- Locality Forums
- Staffordshire Village Hall Network
- Healthy Communities Alliance
- Team Staffordshire
- OUTSIDE
- Healthwatch
- Social Prescribing

4. Leadership & Advocacy

- Working with the NHS
- Working with local emergency and resilience organisations
- Partnerships with local councils



About Support Staffordshire continued

Our Working Groups:

Support Staffordshire has recognised three critical and cross cutting priorities in recent years. These are [Equity, Diversity & Inclusion](#), [Climate Emergency](#) and [Staff Health & Wellbeing](#). These priorities are now fully integrated into our strategic and business plans, and each is supported by a cross-organisation working group.

Equality, Diversity & Inclusion Working Group:

- Actively work to increase diversity of the board, management and staff
- Raise awareness among staff on anti-racism, equality and diversity
- Actively work to increase diversity
- Ensure zero tolerance of racist and prejudiced behaviours
- Ensure communications reflect the ethos of Support Staffordshire and influence members and wider stakeholders

Climate Emergency Working Group:

- Climate Literacy training for all staff
- Champion climate action in the voluntary sector in Staffordshire
- Support the achievement of net zero within Support Staffordshire
- Build climate resilience within Support Staffordshire

Staff Health and Wellbeing Working Group:

- Health and Wellbeing Policy
- Listening Ears Wellbeing Mentor Programme
- Staff Health Needs Assessment
- Bereavement Support in the workplace
- Menopause Support in the workplace
- Mental Health Support in the workplace

Where we are: We have 4 office bases throughout Staffordshire:

Leek Health Centre, Fountain Street, Leek, Staffordshire, ST13 6JB

Newcastle Guildhall, The Guildhall, Newcastle-under-Lyme, Staffordshire, ST5 1PW

Stafford Civic Centre, Riverside, Stafford, Staffordshire, ST16 3AQ

Lichfield District Council, Frog Lane, Lichfield, Staffordshire, WS13 6YY

Our Values



Community Driven

We believe that people create their own futures together

We champion mutual understanding, collective learning & local decision making



Inclusive

We are fair & believe in the potential of everyone

We support everyone to achieve their goals, but focus on equity for marginalised people



People Powered

We are positive about people & their talents

We recognise everyone's skills, experiences, knowledge, connections, passion & potential



Trusting

We value empathy, integrity, transparency, & respect

We spend time & energy building relationships, listening, and collaborating



Ambitious

We are brave, inquisitive, imaginative, & adaptable

We continuously learn with communities, leading & dreaming big together



Sustainable

We are all responsible for a healthy & prosperous future

We ensure future generations can thrive as we do



Why work for Support Staffordshire?

We offer a wide range of benefits to support our staff:

Pension

We operate a workplace pension scheme. Minimum 5% employee contribution and we will add 3% employer contribution.

Annual Leave

Enhanced Annual Leave entitlement of 36 days. All full time Support Staffordshire employees are eligible for 28 days paid holiday in addition to the 8 days statutory bank holidays. Part Time Employees holiday entitlement is calculated on a pro rata basis.

Bank Holidays for Religious or Cultural Observance

Of the eight bank holidays, five originate in the Christian religion. Any employee may request to switch one or more of the five standard 'Christian origin' bank holidays for a day off linked to their own religion or cultural beliefs.

Sick Leave

Enhanced sick leave pay.

Flexi-time Scheme

We operate a flexi-time scheme. We have core working hours. Outside of these core hours employees may vary their start, lunch and finish times to suit personal circumstances.

Charity Worker Discounts

As an employee of a charity, you can sign up to 'Charity Worker Discounts', offering a wide range of discounts from shopping and restaurants to flights and hotels.

Hybrid/Home Working

We provide a non-contractual home working agreement for our employees. For a full time employee, we would generally agree 2 days from home and 3 days in the office (pro rata for part time employees) depending on the role and the business needs.

Training

Our staff are the core of what we do. We believe in offering training opportunities applicable to job roles to help our staff achieve their career aspirations.



Why work for Support Staffordshire? continued

Family Friendly Leave Policy

We have an extensive Family Friendly Leave Policy which outlines our support in different leave situations, such as, carers leave, emergency leave for dependants, parental leave, domestic abuse/relationship breakdown leave. As standard we offer one day paid leave when these situations arise to allow our employees to make other arrangements.

Wellbeing at Work Policy

We have a Wellbeing at Work Policy pledging our commitment to our employees' Health and Wellbeing. Outlining our initiatives and support.

Awareness Sessions

We provide awareness sessions throughout the year, covering a range of wellbeing topics, such as menopause, bereavement, neurodiversity and mental health.

Listening Ears Programme

We provide our employees with the Support Staffordshire Wellbeing 'Listening Ears' service. Our trained team members are there to listen, show kindness and signpost employees to the right support.

Counselling Service

We provide our employees with a free counselling service through an external provider.

Eye Tests

Employees who require an eye test predominantly in relation to the potential or actual need for glasses at work (usually for computer usage), may claim for the cost of a standard eye test.

All Staff Days

We believe the key to a thriving, happy, productive workforce is supporting each other, staying connected and communication. To help enable this, we have two All Staff Days per year.



Job Description

Job title: Head of Operations – North Staffordshire

Salary

£36,500-£39,000 (actual). We would expect to appoint towards the start of the band, depending on experience, and for pay progression over time. This range may be subject to an inflationary pay award from April 2025.

Hours

37 hours per week (30 hours plus, may be considered for an exceptional candidate who wishes to work less than full time hours)

Contract

Permanent

Location

Support Staffordshire Office, Newcastle-under-Lyme (preferred) or Leek, with travel across North Staffordshire, Stafford, Stoke-on-Trent and less frequently wider Staffordshire. Up to 2 days per week home working.

Line Manager

Chief Executive

Line Management of

Senior Development Officer – Rural & Resilience, Senior Locality Officer (Newcastle-under-Lyme), Senior Social Prescribing Link Workers x2 (Staffordshire Moorlands), Senior Volunteering for All Officer (North Staffordshire), Locality & Rural Officer (Staffordshire Moorlands), Community Officer (Cheadle); Other posts as required

Budget/Income

Yes, c.£500k per annum

Standard/Enhanced Disclosure Required

No

Barred List Check Required (regulated activity only)

No

The person appointed will require, proof of right to work in the UK and two satisfactory references.

Job Overview

The post holder is responsible for the overall staff and volunteer team, services, facilities and assets, budgets and income generation, local and agreed strategic relationships for Northern Staffordshire including Stoke-on-Trent. They may also lead delegated strategic engagement on a countywide basis and support and deputise for the Chief Executive as required.



Job Description continued

Key Responsibilities:

1. Ensuring Support Staffordshire services are consistent with our stated values.
2. Ensuring where appropriate, that volunteers are involved in delivering our services.
3. Ensuring effective cross-organisation working in order to meet our organisational vision, mission, aims and objectives, through the delivery of high quality, sustainable services.
4. Taking a strategic lead on behalf of Support Staffordshire for Rural Community Development through our role as the ACRE Network Partner for Staffordshire.
5. Taking a strategic lead on behalf of Support Staffordshire for Local VCSE Resilience through our role as VCSE lead for the Local Resilience Forum, Staffordshire Prepared.
6. Leading, coordinating, performance managing and developing a team of Local and Project staff, including supporting HR policy and process as required.
7. Managing agreed budgets, authorising associated expenditure, developing income and financial reporting. Including developing trading and sale of services, and spotting and developing opportunities for new grant and contract income, donations and giving.
8. Managing local assets and premises (currently The Guildhall in Newcastle and the offices in Leek Health Centre), IT, local procurement and supplies and taking responsibility for local implementation of good practice in health and safety, information management and other legal and regulatory requirements.
9. Managing and coordinating agreed communications and marketing programmes for local areas and project responsibilities, contributing to websites, social media and other media content. Implementing agreed customer service standards locally.
10. Maintaining and developing local strategic relationships, including district local strategic partnerships, and health and care partnerships as agreed with Chief Executive.
11. To undertake any other duties as outlined by the Chief Executive.



Person Specification

Some studies suggest that whilst white men apply for jobs when they meet only some of the criteria, women and other minoritized groups only apply when they meet all or almost all criteria. We don't expect you to have everything we are asking for. We encourage all candidates to consider the range of transferable skills and experience they have, as well as your commitment to learn and develop new skills and knowledge once in the role.

1. Able to demonstrate Key Skills required of all Support Staffordshire staff
 - Positive work ethic, dependable and conscientious
 - Flexibility, use of initiative and good time management
 - Collaborative and outcome focussed
 - Working to plans, policies & procedures
 - Applies equality of opportunity
 - Proactive in personal development
2. Able to demonstrate Key Leadership & Management Skills
 - Building and sustaining effective working relationships
 - Bold and creative within risk management and governance frameworks
 - Pro-active and outcome focussed approach to problem solving
 - Performance management based on support, coaching and enabling
3. Knowledge, skills and experience of VCSE sector advice and support services, volunteering services, VCSE and public sector partnerships, collaboration and networking. Experience of working in or with VCSE local infrastructure organisations (CVSs) would be advantageous.
4. Knowledge of rural community development and/or community resilience (response and/or recovery from emergencies) highly desirable.
5. Good understanding of North Staffordshire with awareness of the issues facing communities in the urban parts of Newcastle; the Moorlands market towns; and the rural areas of both districts.
6. Highly organised, excellent time management, effective & efficient with IT and systems.
7. Reviewing and analysing ways of working and change management with a focus on needs, assets, outcomes and continuous quality improvement for long term sustainability.
8. Information management: database use, data analysis, evaluation & impact assessment and presentational skills.



Person Specification continued

9. A high quality and experienced communicator, using email, social media, report writing and meetings / speaking in public to get across key messages and advocating for others.
10. Experience and skill as a senior representative in public arenas including with the media, with negotiation, persuasion and influencing abilities.
11. Understanding of range of relevant income generation methods including grant funding, contract income, trading, sale of services and consultancy, community fundraising and donation income and how to implement them.
12. Financial planning and management abilities, with budget experience in the region of £500k or clear transferable experience.
13. Willing and able to travel across the county with own transport (rurality makes public transport frequently impractical). Able to be on call at unsociable hours in case of a building related emergency.



Application Process

To apply for the role, please complete the Application form and EDI form accompanying this brochure.

Please send your completed forms to:

recruitment@supportstaffordshire.org.uk

Closing date for applications:

Thursday 26th September 2024

Interview date:

First interview - Wednesday 9th October 2024

Second interview – Friday 25th October 2024