**Job Description**

**Job Title:** Operations Manager

**Salary:** £30,000 per annum

**Hours:** Full Time – 37.5 hours per week (flexible working possible)

**Leave:** 30 days holiday per annum plus bank holidays

**Contract:** 1 year

**About Favor UK**

Favor UK (Faces and Voices of Recovery) are a national charity, made up of individuals in recovery, their friends, families and Community Recovery Organisations.

We are a policy advocacy movement that is taking on issues of discrimination, social justice and service access. Also, a public and professional education movement, intent on challenging stigma.

We are dedicated to organising and mobilising the recovery community, in recovery from addiction to alcohol and other drugs. Including families, friends and allies into recovery community organisations and networks.

Our aim is to promote the right to recovery through advocacy and education, demonstrating the power and proof of long-term recovery.

**About this project**

This new and exciting project will focus on reducing barriers to accessing drug and alcohol treatment, looking at local issues facing people seeking support from these services. The Support and Advocacy team will involve and consult with those with lived experiences to help drive change, improving pathways into treatment and ease access to help. The focus will look at the practical impact and empower people with entrenched addiction issues, consulting with expert lived experience to deliver more informed and enriched services.

The Operational Manager will oversee the new Support and Advocacy team who will work in local communities and support individuals to access services and advocate on their behalf. Learning from past experiences, we will work alongside individuals, reducing barriers to treatment and ensure that pathways fit with their needs. The Manager will respond to these issues and use these to grow and develop the new project.

This approach aims to improve individual outcomes whilst learning about the wider societal and systemic changes that are required.

**About the Role**

The Operations Manager will lead on the advocacy project and provide line management for the Support and Advocacy Advisors. Building effective professional relationships with relevant external statutory and voluntary organisations and services, including developing joint working protocols and referral pathways is key to developing this initiative.

**Main Objectives**

* Working closely with the CEO, the Operations Manager will develop and implement a strategic business plan, ensuring that goals set are within line of FAVOR UK’s vision and aims and objectives
* Deliver a professional, impartial and outcome focused advice and support service to our clients.
* Work closely with project partners to ensure the whole project operates effectively in the best interests of service users.
* Establish policies and procedures that promote the Charity’s vision
* Oversee the day-to-day operations of the Charity
* Write and submit reports, including evaluation of delivery and outcomes and analysing and interpreting data.

**Key Responsibilities**

* To support the CEO in delivering FAVOR UK’s vision, aims and objectives.
* Create and implement strategy
* Manage finances of the charity, including income and expenditure and budgeting
* Direct Line management of the Support and Advocate Advisors
* Management of all outsourced functions such as IT support, Marketing and Client Data Management.
* Communicate and present to funders, including report writing and providing data
* Ensure that staff adhere to all legal responsibilities, including National and Charity guidelines, policies and procedures. This will include any staff development for example training or qualification requirements.
* Produce accurate monthly and ad-hoc reports/updates to the CEO
* Manage relationships with current and prospective partners/funders

**Person Specification**

Please demonstrate in your application how you meet the criteria below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** | **Where evidenced** |
| **Experience** Direct experience in managing staffExperience in providing guidance and supervision to staff members working in support/health and social care settingExperience in project management and/or service deliveryExperience working within the drug and alcohol field or other support, health and social care setting | X  X | X  X | Application/Interview  Application/Interview  Application/Interview  Application/Interview |
| **Knowledge**  A good understanding of the issues and barriers people experience whilst using substances, including physical, mental health, housing, debt, family/parenting support needs Ability to understand/have knowledge of responsibilities and good practice in relation to the safeguarding of adults and children and ensure staff adhere to such policies and procedures | X  X |  | Application/Interview  Application/Interview |
| **Skills** A confident and experienced communicator, working collaboratively, with sound negotiation skills and the ability to be both diplomatic and assertive You will have effective management skills with ability to manage, motivate and develop others. An SVQ level 4 in Health and Social Care (or equivalent) or a willingness to work towards.Ability to Implement and deliver strategies set by the CEO and the Board Comfortable leading and embedding change and can work flexibly to the needs of the project Basic computer skills, including word, internet and email systems and a desire to develop and learn new skills.Ability to manage workload effectively, ensuring all appointments and case notes are kept up to dateExperience in managing budgets | X  X  X  X  X  X  X | X | Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview |
| **Attitude** A growth mindset, with a focus on continual personal and organisational improvement.Demonstrates respect for diversity, culture, values and choices of our client group and promotes equal opportunities | X  X |  | Application/Interview  Application/Interview |

**Required Behaviours**

The Favor UK behaviours are the attitudes and approaches we take to our work; how we do things, how we treat each other and expect to be treated both internally and externally. These are outlined below.

* We work together to achieve our purpose – to reduce the drug deaths in Scotland.
* We enable decision making by giving people the tools, they need to make well informed decisions.
* We are open to risk and learning from our experiences by learning from our failures and successes, by being reflective and giving and receiving feedback and by being proactive and taking initiative

**Please note**

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document. This job description does not form part of the contract of employment.

**How to apply**

Please fill in the application form, which will ask you to demonstrate how meet the points outlined in this description and the following behaviours