



May 2024

Dear Applicant

**Re: Operations Manager**

Thank you for your interest in applying for the above post within Carer Support West Cumbria.

Please find enclosed an application form, job description and person specification. Please refer to the job description and person specification when completing the application form.

I would be grateful if you could complete and return the signed rehabilitation of offender's form and the equal opportunities form together with your completed application.

When returning your application please bear in mind that the **closing date is 12 noon on Monday 10<sup>th</sup> June 2024** as no late applications will be accepted.

If you have not heard anything from us within 2 weeks of the closing date this means your application has been unsuccessful.

Further information about Carer Support West Cumbria is available on our website.

Yours sincerely

A handwritten signature in black ink that reads 'S Sewell'.

Sharon Sewell  
**Chief Operating Officer**

## Job Description

<b>JOB TITLE:</b>	Operations Manager
<b>CONTRACT:</b>	Permanent
<b>SALARY:</b>	£31,558 (pro rata for 22.5 hours)
<b>HOURS:</b>	22.5 hrs per week
<b>LOCATION:</b>	Cumberland (West Cumbria)
<b>RESPONSIBLE TO:</b>	Chief Operating Officer
<b>PURPOSE OF JOB:</b>	The Operations Manager is responsible for managing all individual projects within the organisation as well as identifying and developing new service initiatives and projects

### DUTIES:

- To manage the volunteer team, benefits support worker and data and communications officer in accordance with Carer Support West Cumbria policies
- To support the Chief Operating Officer in producing and implementing a Development Strategy for Carer Support West Cumbria ensuring its future sustainability, delivering excellent support to unpaid carers and extending reach of services
- To support the Chief Operating Officer in managing and nurturing the ongoing relationships (existing and future) from 3<sup>rd</sup> sector, Public Sector, and Business Sector to raise awareness and promote Carer Support West Cumbria within the region
- To work with the Chief Operating Officer and Development Manager to identify potential new projects, funding streams partnerships, and commissioning opportunities
- To lead on a whole systems and processes review ensuring efficiency and effectiveness in all areas of Carer Support West Cumbria
- To identify areas of improvement in Carer Support West Cumbria, developing and implementing a performance framework ensuring collection and interpretation of data from all sources, benchmarking, monitoring and evaluation
- To ensure that accurate and appropriate records are being kept and maintained which meet all legal requirements as well as those of Carer Support West Cumbria, it's funders and stakeholders
- To work closely with the Chief Operating Officer and Accountant on a monthly basis to ensure accurate project funding budgets are maintained
- To maintain and develop links with Statutory Authorities to ensure the needs of carers are reflected in long term planning
- To be a part of the Senior Management Team and feed into the ISO9001 quality standards process and undertake internal audits
- To make and sustain links with local, regional and national networks of and for carers
- To assist the Chief Operating Officer to develop, implement and review organisational policies and procedures where relevant
- To attend carer events, meetings and forums as required
- To comply with all of Carer Support West Cumbria Policies and Procedures
- To carry out any additional relevant duties as required by this post which may involve from time to time working at evenings and week-ends

<b>PERSON SPECIFICATION: Operations Manager</b>		
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS/ EDUCATION:</b>	Educated to a high standard Possess a relevant/related qualification in management, business or planning	Educated to degree level or equivalent professional qualifications
<b>KNOWLEDGE:</b>	Driving forward and developing new projects Line Managing staff Management experience Working up suggestions and proposals for new projects into strong funding bids Proven track record of achieving targets and meeting deadlines	Experience of managing or developing online communities /or using online social networks to advance appropriate communication with client group Experience of writing funding applications Sound understanding of the application of charity legislation to fundraising activity Public Speaking
<b>EXPERIENCE:</b>	Ability to motivate and inspire individuals and groups Ability to plan, work and organise under pressure Ability to work without supervision Working as part of a team Presentation skills – delivering presentations to large or small groups, individuals or professionals Act as a representative of the organisation at meetings and external events Highly organised and personally effective Good self-management and organisational skills Excellent communication skills both written and verbal Excellent interpersonal skills	An understanding of carers and carers issues Able to identify and to action business development opportunities
<b>ABILITIES &amp; SKILLS:</b>	Empathy for and commitment to the cause of unpaid carers Be an effective listener and able to understand and acknowledge a range of views and opinions Creative and innovative approach Ability to enthuse and motivate others Ability to maintain working relationships with people at all levels	
<b>PERSONAL QUALITIES:</b>	The candidate will be expected to have access to a vehicle and have a clean driving licence Flexible approach to working hours including out of normal office hours when necessary	

## **Your Application and Our Recruitment Process**

### **FAIR RECRUITMENT PROCESS**

Our Equal Opportunities Policy means that we want to ensure that every applicant is treated fairly. The information you provide in the application form is the only information we will use in deciding whether or not you will be short-listed for an interview and it will be used as a basis for the interview itself.

Your application is, therefore, very important and the following advice is designed to help you complete it as effectively as possible.

PLEASE READ THE PERSON SPECIFICATION AND THE JOB DETAILS CAREFULLY, YOU SHOULD RECEIVE THE FOLLOWING:

#### **The Person Specification**

Every vacancy advertised is based on a person specification, which lists the skills, experience and qualifications we are looking for. Please look at this carefully so that you know what the job involves and the range of the expertise required. Ask yourself why you are interested in the job.

#### **Job Description**

This outlines the main duties of the post. Additional information about the organisation is usually disclosed.

#### **Equal Opportunities**

You will receive a copy of our Equal Opportunities Statement.

The information you give on your statement will not affect your application and is not made available to the interview panel. We use the equal opportunities information to monitor whether we are reaching all sections of the community to check that our recruitment process is operated fairly.

#### **Safeguarding**

Carer Support West Cumbria is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

### **FILLING IN THE APPLICATION FORM**

After reading the person specification and job description, think carefully about your application, consider to what extent you have skills, and experience for the post.

Your application needs to show the relevant skills, interests and experience you have gained, give examples of the work you have been involved in.

Always remember to specify YOUR responsibilities rather than those of your section or department.

CONSIDER ALL THE RELEVANT EXPERIENCE YOU HAVE GAINED AND TELL US ABOUT IT.



Consider any relevant experience you have acquired. This may be from your current or previous jobs but may also be from community or voluntary work, experience gained in the home and through leisure.

THE MOST IMPORTANT THING IS TO TELL US. WE ARE UNABLE TO GUESS OR MAKE ASSUMPTIONS.

RETURN THIS FORM ON TIME AND KEEP A COPY FOR YOURSELF.

You should adapt your application to the specific job(s) – don't submit the same one for a series of jobs unless it is equally appropriate. **Please do not send a CV as CVs will not be accepted.**

Complete the form in **black ink or on a computer** and return before the closing date. Always keep a copy for reference.

Always remember to return any additional documentation as requested along with your application form.

SHORTLISTING AND INTERVIEWS ARE BASED ON THE SKILLS AND EXPERIENCE YOU SHOW.

After the closing date the application forms are read carefully to see how each persons' skills and experience relate to the post being applied for and applicants who most closely meet those requirements are called for an interview.

SET QUESTIONS ARE ASKED AT THE INTERVIEW AND THE PANEL TAKES NOTES.

The interview panel is normally made up of 2-3 people who will ask pre-determined questions and supplementary questions based on the information you give us. The questions are intended to allow you to expand on your application and to show the panel how well you meet the requirement of the post. You will have the opportunity to ask questions about the job, conditions of the service or anything else about the organisation. The panel has to keep a record of their assessment of each candidate so that the reasons for their decision are clear, consistent and justifiable.

When applying for a Young carers Post a second interview made up of Young carers will also take place

## **COMPLAINTS**

IF YOU FEEL YOU HAVE BEEN TREATED UNFAIRLY, PLEASE WRITE TO US AND WE WILL INVESTIGATE.

We are trying very hard to ensure that every stage in our recruitment process is fair and properly thought out. We have a duty to ensure that everyone is treated without discrimination. We hope that you have been treated fairly and helpfully even if you are not appointed. If you wish to discuss why you have been unsuccessful, please contact the Chief Officer who will be pleased to talk to you.

## Candidate Privacy Policy

The privacy and security of your personal data is of the utmost importance to Carer Support West Cumbria and we invest heavily in measures that help to protect your data protection rights.

This policy describes how and why we collect, store, process and manage the personal data we hold from you because you are applying to work for us (whether as an employee, worker or contractor). The term 'Personal Data' refers to any information relating to an identifiable individual or his or her personal identity.

This policy outlines how your data will be processed lawfully, fairly and in a transparent manner.

We will ensure that the personal data we process is accurate, adequate, relevant and not excessive, given the purpose for which it was obtained. We will not process personal data obtained for one particular purpose for any unconnected purpose unless the person has agreed to this or would otherwise reasonably expect this.

Carer Support West Cumbria collects your personal data in connection with your application for work with us. Carer Support West Cumbria has a Data Protection Officer who is responsible for ensuring that personal data is managed responsibly throughout the company. You can contact them using the details listed at the end of this document.

You have the right to see the data we hold on you, rectify that data and also to request us to delete that data at any time.

### 1. Introduction

- 1.1. Carer Support West Cumbria is defined as the data controller with regard to all of the information contained within this document.
- 1.2. This Privacy Policy sets out the way in which Carer Support West Cumbria ("we", "us" or Carer Support West Cumbria), collects and processes Personal Information of applicants. Carer Support West Cumbria is registered for the purposes of data protection with the Information Commissioner's Office in the UK (Registration Reference: Z118455X).
- 1.3. By submitting an application, you acknowledge that you have read, and agree to the terms of this Privacy Policy in relation to processing under legitimate interests.

### 2. The information we collect

- 2.1. As part of our selection and appointment of candidates, we collect your Personal Information. "Personal Information" means any information from which you, as a "data subject" can be personally identified, including (for example) your name, email address, home address, telephone number, date of birth, employment history, gender, qualifications, information provided during an interview etc.
- 2.2. We may also collect, store and use the following "special categories" of more sensitive personal information. These could include (for example) information about your ethnicity, sexual orientation, religious, political opinions, health, medical conditions, health and sickness records, criminal convictions and offences.

- 2.3. We collect your Personal Information when you submit an application, through the use of application forms and when you email us your details. We may also collect information about you from a recruitment agency where this is the method of your application to us.
- 2.4. In addition, we may collect Personal Information through reference checks which we undertake with your named referees.

### **3. Your rights as a 'data subject'**

- 3.1. Under data protection law you retain the following rights over your personal data outlined in paragraph 3.2.
- 3.2. The right to access the data we hold about you.  
The right to rectification of any data that is inaccurate or incomplete.  
The right to erasure of your data (also known as 'the right to be forgotten').  
The right to restrict processing of your data.  
The right to data portability.  
The right to object to the processing of your data.  
Rights in relation to automated decision making and profiling.
- 3.3. If you exercise your right to be forgotten, or fail to provide personal information when requested, we will not be able to process your application successfully. For example, if we require a credit check or references for this role and you fail to provide us with relevant details, we will not be able to take your application further.

### **4. How we use your Personal Information**

- 4.1. We will use the personal information we collect about you to:  
  
Assess your skills, qualifications and suitability for the work/role;  
Carry out background and reference checks where applicable;  
Communicate with you about the recruitment process;  
Keep records related to our hiring processes;  
Comply with our regulatory and legal obligations under applicable laws

### **5. Disclosure of your Personal Information**

- 5.1. We may disclose your Personal Information to any of the following recipients:  
  
Any contractors or other advisers auditing any of our business processes or who have the need to access such information for the purpose of advising us.  
Any data processor which enables us to manage systems or processes as part of any service provision.  
Any law enforcement or regulatory body which may have any reasonable requirement to access your Personal Information.

### **6. Data Sharing & Security**

- 6.1. We will only share your personal information with third parties for the purposes of processing your application. All our third-party service providers and other entities in the group are required to take

appropriate security measures to protect your personal information in line with our policies. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

- 6.2. We have put in place appropriate measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

## **7. How long do we keep your data for?**

- 7.1. We will retain your personal information for a period of three months after we have communicated to you our decision about whether to appoint you.

We retain your personal information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way. After this period, we will securely destroy your personal information in accordance with applicable laws and regulations.

- 7.2. You may obtain a copy of your Personal Information held by us by writing to us at: The Data Protection Officer, Carer Support West Cumbria, Unit 7F Lakeland Business Park, Lamplugh Road, Cockermouth, Cumbria, CA13 0QT.

We require up to one month in order to respond to such requests.

- 7.3. Requests for access to your personal data are free of charge.

## **8. Security**

- 8.1. We use a number of methods to ensure that all personal information remains confidential. We have developed a comprehensive policy for data protection management which is reviewed and updated as necessary.

Carer Support West Cumbria takes the responsibility of holding personal data very seriously and is happy to receive any queries or concerns you may have. If you believe that we have not adhered to this policy or that your data has been handled in a way which you feel is not in accordance with your wishes then you should write to the Data Protection Officer using the contact details below:

Carer Support West Cumbria, Unit 7F Lakeland Business Park, Lamplugh Road, Cockermouth, Cumbria, CA13 0QT.

Alternatively, you may contact the Information Commissioners Officer (ICO) directly who are the body responsible for managing data protection compliance in the UK.

You can contact the ICO at the following address:  
Information Commissioner's Office Wycliffe House  
Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113  
casework@ico.org.uk