



Business Support & Resources

# DIRECTOR OF OPERATIONS

Job pack



## Dear applicant

I'm really pleased to be sharing details on the position of Director of Operations with you and hopefully you're just the right person to be joining the leadership team.

I'm biased but... Centre4 is such a unique facility in our community. I've only been in post for just over a year now but, since the very first day I visited, I've been struck by the sense of connection, community and immense pride that everyone holds for Centre4 and everything it represents.

You'd be joining us at an exciting time as we look to build a powerful strategy for coming years. We're also growing the assets of the organisation, with the new 4Youth build and our venture into youth provision, exploration of other assets and services or projects, as well as existing delivery of projects and contracts across our main pillars.

I am looking for someone who can offer excellent leadership skills across our Children Young People & Families, Community, Health & Wellbeing, and Employment & Training themes.

Looking across our existing team, we need you to show strong contract bid-writing skills. You need to be someone with a commitment to progressive leadership and team working that brings out the best in people and teams, who strives for improvement, and, essentially, is passionate about our work at Centre4.

I'd welcome the opportunity to show you around and chat over a coffee if you would like to know more about the role and us.

Best regards

*Tracey*

Tracey Good

Chief Executive, Centre4



## About Centre4

Centre4 was established in 1995 to support the ongoing regeneration of Grimsby and North East Lincolnshire.

Our modern Wootton Road community hub houses an array of activities and services at your fingertips, whether you're looking to squeeze in a workout at our community gym, reduce your weekly shopping bills at the Community Shop, take part in free activities or get access to practical help and support.

Our advice team is on hand to provide free and friendly support on benefits, debt and money management, housing, employment and much more. What's more, many of our services stretch beyond our centre and we're agile enough to deliver services across Grimsby and North East Lincolnshire.

## Our Vision

Our vision is to support, enable and encourage the communities of North East Lincolnshire and surrounding areas to live thriving, healthy, happy lives.

We're a value-led organisation and remain committed to being:

**Compassionate:** We'll care, show kindness and help others in all that we do.

**Honest:** We'll be honest, truthful, open and sincere with others – both between ourselves as colleagues and to others. We'll do what we say we'll do.

**Inclusive:** We'll admire and value our communities, staff and volunteers – challenging oppression and valuing the diversity of local people.

**Empowering:** We'll support others to achieve their aspirations, and will always involve community members in service planning.



## Strategic Plan 2023-2028

The themes of our Strategic Plan 2023-2028 include:

1. Children, young people and families
2. Community, health and wellbeing
3. Employment and training
4. Finance and resources

Strategic Objectives for the coming years

### Children, Young People & Families

- Establish a Centre4Youth provision of high quality and measurable impact, with an ongoing sustainable funding strategy
- Create a robust business and marketing plan to ensure the financial viability of the Centre4 nursery (called *Butterflies Day Nursery*)
- To create ongoing projects and funding for family provision
- To build stronger partnerships with other agencies to create a more collaborative approach to service for children and young people

### Community, Health, & Wellbeing

- Revise the ConnectNEL offer to ensure it becomes a viable funding option, while embedding its function into other projects
- Develop streams of funding for debt and advice services to meet demand
- Develop a business case for the gym and sports hall to increase activity and provision of health and wellbeing services
- Increase partnership working with our building partners to increase community activity
- Create a focus on community need and welcome to the centre

### Employment & Training

- Ensure the financial viability of our Ethical Recruitment Agency (ERA), developing a plan that meets objectives and targets
- Develop a range of volunteering offers alongside work within the other themes
- Develop an employability offer for the whole community

### Business and Facilities

- Increase financial sustainability of the organisation through increased room hire across Centre4 and the new youth building
- Develop a renewal and refurbishment plan that allows for continuous redecoration and refresh of our public and serviced areas to ensure a high standard increase room hire
- Research the feasibility of other assets, building on our expertise and increasing our assets where it meets our charitable objectives and community need
- Develop a marketing and communication strategy that supports projects to meet objectives



## Themes covered by the role

### Community, Health, & Wellbeing

**Thrive** – our NHS social prescribing contract ‘A Different Prescription’ connecting participants with activities, support and services to meet their practical, social and emotional needs to improve their health and wellbeing

**Green Social Prescribing** – a new service aimed at connecting participants with activities, support and services to meet their practical, social and emotional needs to improve their health and wellbeing

**Debt and Advice** – a team of specialist Advisors supporting the community to navigate their personal finances

**Welcome and ConnectNEL** – connecting our visitors and community with the services, support and activities with ease through in person, telephony and digital assistance

**Community** – a series of activities that reduce the isolation of our community through social interaction and support

### Children, Young People & Families

**Butterflies Day Nursery** – based on Sutcliffe Avenue, our day nursery with wrap around provision for 0–5-year-olds and up to 8 years old during school holidays

**Family Support** – support for families with preschool children through a team of volunteer peer supporters to reduce isolation, raise confidence and build resilient families

**Centre4Youth** – our new youth building that offers open access youth provision and works with partners to deliver a range of specialist support, services and activities to meet the needs of young people across the borough

### Employment & Training

**Ethical Recruitment Agency** – our own socially responsible employment agency focusing on health and social care recruitment offering personalised support and programmes to candidates and businesses



## Role Information

**Title:** Director of Operations

**Accountable to:** Chief Executive

**Accountable for:** Heads of Services/Operational Managers

**Salary:** £49,500 per annum

**Hours:** 37.5 hours a week to cover operation 8am-7pm Monday – Friday and 10am – 2pm on Saturdays. Senior management cover is needed for all operational hours on a rota basis

**Place of work:** Centre4, 17a Wootton Road, Grimsby, DN33 1HE and other venues as needed

**Annual leave:** 25 days/year plus bank holidays, increasing annually to a maximum of 29 days/year

**Benefits:** Health and wellbeing schemes, improved sickness absence conditions, Community Shop membership, on site Community Café, free car parking, low-cost gym access, work-based savings scheme, cycle to work scheme, rewards and wellbeing offers

**Subject to:** Satisfactory enhanced DBS, reference checks and six-month probationary period

## Person specification

The role works across three themes of work, Children, Young People & Families, Community & Wellbeing, and Employment and Training, to ensure strategic and operational objectives are met in line with all compliance.

Working with the Chief Executive, Director of Finance and Resources, and Heads of Service, you will plan, develop and deliver contracts and projects across the themes, with responsibility for monitoring and reporting impact, with an eye for compliance, improvement and quality.

We are looking for someone who is passionate about improving the lives of people on the Nunsthorpe and Bradley Park estates and wider communities of North East Lincolnshire, with a commitment to working within our values with drive and vision.

We're looking for someone who can bring:

- Proven strategic expertise that can help drive our vision and strategy for the benefit of our community
- The ability to plan, develop, deliver and monitor projects that meet objectives and community need
- A collaborative approach that builds partnerships and networks to the benefit of our community, operation to achieve objectives and sustainability
- Excellent skill in identifying opportunity and bid writing for contract income, with knowledge of building networks and relationships
- An approach to leadership that brings out the best in people and teams, values every contribution, builds diversity, raises standards and invites enthusiasm and commitment
- An understanding of delivering services for vulnerable adults and children that ensure safe practise and meet required guidance



You'll need to be:

- Focused and able to plan to achieve outcomes across multiple areas of work, being able to problem solve and make decisions
- Someone who can work truly collaboratively, demonstrating experience of partnerships that reach across our communities and sectors that have made a difference
- Inclusive in your approach, reflecting our ambition to drive the EDI strategy beyond a policy
- Able to demonstrate significant experience of senior leadership
- Committed to delivering services that demonstrate high quality and ensure compliance across all activity.

This role requires working in the voluntary sector, experience of this is not essential as we envisage that there may be potential candidates from other sectors with the essential skills and experience. However, the ability to adapt to working in the sector is crucial, it can be a culture shock for some, but the benefits are endless.

## How to apply

Centre4 recruitment is processed through our internal recruitment agency, ERA, who will take you through the stages. However, if you would like to talk to us about the role in more detail, I am more than happy to have a chat at the hub. ERA will happily arrange this with you.

To apply for the role please send us an up-to-date CV and a covering letter explaining your experience to [enquiries@eraemployment.agency](mailto:enquiries@eraemployment.agency)

**Applications should be submitted no later than 9am, Monday 24th June**

**Interviews are likely to be held week commencing 10<sup>th</sup> July**

### Equal, Diversity, and Inclusion

Centre4 is committed to equality of opportunity, diversity and inclusion in its recruitment process.

### Safer Recruitment

Centre4 is committed to the welfare and safety of children and vulnerable adults in all of its operation and adheres to Safer Recruitment practice; the role will be subject to an Enhanced Disclosure and Barring Check.

## More information

For more detailed information on the role, or to arrange an informal chat, contact Ethical Recruitment Agency manager Rachel Button on:

01472 236 677 / [Rachel.button@centre4.org.uk](mailto:Rachel.button@centre4.org.uk)