



Job Title:	National Operations Manager
Job Type:	Permanent
Working Hours:	37.5 hrs
Salary:	£40,116
Reports to:	CEO
Location:	Flexible (with travel to London/ Birmingham at least once a month & some travel around the UK)
Responsible for:	The management of the StreetDoctors operational delivery, quality standards, and to support the organisation's strategic development to become a high performing organisation.
Direct Reports:	5
Context	
<p>StreetDoctors is an award winning national charity which trains over 20,000 young people affected by violence each year in emergency first-aid through a team of 250 volunteers. We believe knowledge is power, so we empower young people at risk with the skills to become part of the solution to violence, rather than just being seen as 'part of the problem'.</p> <p>This enables young people affected by violence to have the skills and knowledge to save lives, and increase their understanding of the medical and psychological consequences of violence. Our training is delivered by our movement of young healthcare volunteers (nurses, paramedics and doctors) who work in partnership with criminal justice services, schools, pupil referral units, youth, sports and community groups.</p>	
Main Purpose of Role	
<p>As the StreetDoctors lead for operational delivery, the role will manage and develop the organisation's delivery capacity and implement new innovative national projects. The role will ensure the organisation's performance is managed, achieves the targets and is fit for the future. The key areas of focus include:</p> <ul style="list-style-type: none"> ● Delivery & Quality Standards: To ensure the quantity and quality of training sessions and projects are nationally consistent, meet the required targets and new opportunities are maximised. ● Relationship Management: To create, develop and maintain partnerships with a range of organisations including, funders, commissioners, community organisations, criminal justice organisations, education providers and youth organisations. ● Volunteer & Staff Management: To support the development and management of an engaged high performing staff & volunteer delivery team and ensure the volunteering journey is effective and provides the best volunteering experience possible. 	
Main Duties & Responsibilities	
<p>Delivery and Quality Standards:</p> <ol style="list-style-type: none"> 1. To develop and manage the monitoring, evaluation and impact reporting for StreetDoctors and ensure all delivery sessions meet the required quality standards. 2. To support the development and implementation of new training content and processes for face to face delivery, multipliers and online learning in co-creation with young people, staff, volunteers and delivery partners. 	

3. To manage the development, implementation and evaluation of the national Stepwise program and ensure the national targets are achieved.
4. To manage and support the development of new programmes, strategic partnerships and new innovative bended training offers.
5. To ensure the national and regional delivery targets and KPI's are achieved in accordance to the yearly objectives and work plans.
6. The management of the Regional Delivery Leads and targeted local projects.
7. To ensure all StreetDoctors policies and procedures are implemented and maintained consistently across the UK, including Health and Safety, Safeguarding, Data Protection and Equal Opportunities.

Relationship Management:

8. To represent and be an ambassador for StreetDoctors at regional and national meetings, partnership events and funding opportunities.
9. To ensure the insight from young people, community members, partners and volunteers are valued and utilised in the development of the StreetDoctors operations and new projects.
10. To ensure feedback is gathered and young people's voices are represented within the organisation with effective youth engagement.
11. To support the StreetDoctors Fundraising team in the development and reporting of grants, trusts and CSR partnerships.

Volunteer & Staff Management:

12. To support the development and management of the learning & development standards/ accreditation.
13. To manage the development of the volunteer journey, from recruitment, onboarding, training and retention of volunteers.
14. To provide effective management, communication and development opportunities for volunteers and staff across the UK.
15. To support the development, training and implementation of a hybrid volunteer and staff delivery model and ensure resources are appropriate for the delivery model.
16. Foster and develop an embedded culture of learning, coaching and continuous improvement.

Other Key Activities:

17. Promote and market new StreetDoctors products, delivery sessions and resources to partner organisations.
18. Maintain and actively promote an organisational culture that embraces the StreetDoctors' values and is inclusive & diverse.
19. To participate in the "out of hours" on call phone rota.
20. Support and lead on national StreetDoctors projects, including carrying out any other duties that may be required to meet the needs of the charity.

Person Specification Criteria	Essential/ Desirable
<p>Knowledge & Skills:</p> <ul style="list-style-type: none"> ● Higher education level or equivalent learning experience. ● Recognised qualification in youth work, education, management or equivalent by experience. ● Substantial knowledge of operational management and experience in planning, resourcing, delivering, evaluating and reporting on a range of national projects/programmes. ● Understanding of the legislation related to working with young people and the causes, drivers and impact of youth violence on the lives of victims, perpetrators and the wider community. ● Excellent planning, organisational and project management skills, with an ability to work to deadlines and prioritise work in accordance with the organisational needs. ● Excellent communication skills, both written and oral, with an ability to build relationships and inspire confidence and respect at all levels. ● Ability to respond to changing external agendas, often at short notice and manage tight timelines effectively. 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>
<p>Experience:</p> <ul style="list-style-type: none"> ● Managing and developing staff and volunteers, and creating high performing teams. ● Experience of developing and implementing national training programmes through a range of methods (face to face, digital and multipliers). ● Experience of working with volunteers, staff and within an educational delivery or a training environment with young people. ● Experience in developing and managing stakeholder relationships at a local, regional and national level. ● Proven ability in using innovation and creativity to create new solutions. ● Experience in achieving national KPI's and monitoring, evaluation and reporting on impact. ● Working with targeted young people and communities in a variety of settings. ● Developing and managing funded projects, and maintaining relationships with funders. 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p>
<p>Behaviours:</p> <ul style="list-style-type: none"> ● Ability to work on your own initiative and as part of a team. ● Ability to communicate diplomatically and articulately with a range of stakeholders. ● Leads by example in upholding values, inspiring, motivating & supporting colleagues. ● Builds strategic relationships and partnerships through collaboration & co-production. ● Finds different ways to construct and customise solutions, including finding and building on existing experience and good practice. ● A solutions focussed approach in problem solving. ● Ensures inclusive practice and promotes diversity. 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>

Changes to the Role:

This is a description of the job as it is presently constituted. It is the practice of StreetDoctors to review job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in

consultation with you. This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.