bubic
bringing unity back into the community

# Role Description

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| **Role title:** | **Operation's Manager (OM)** |
| **Reporting to:** | Chief Executive |
| **Weekly Hours:** | 37.5hrs p/w |
| **Location:** | **Onsite (**9 Bruce Grove, N17 6RA**), Community role** |
| **Annual Salary:** | £40,000 - £42,000 + 5% Pension, Leadership Development |
| **Terms of Contract:** | 1 year with possibility of extension |

**Background:**
If you believe in giving people the chance to rebuild their lives, BUBIC is where your operational leadership can make that impact real. We stand with individuals facing addiction - not as outsiders, but as a community rooted in peer support, lived experience, and human connection.

As Operations Manager (OM), you'll lead safe, high-quality services, guide a committed frontline team, ensure compliance, strengthen partnerships, and drive performance across all operations; keeping our work moving from outreach and hotspot engagement to groups, community stalls, and the everyday moments where trust is built. As part of BUBIC's commitment to meeting people where they are, the post holder will also share night-outreach duties with the Team Leader, working one evening per week (5pm-midnight, typically Wednesday or Friday) to reach those most visible and vulnerable at night, enabling early intervention, safer engagement, and stronger pathways into support. If you want your skills to fuel transformation and strengthen a community from within, this role gives you the platform to do exactly that.

In addition, this role is pivotal in delivering **BUBIC's Strategic Plan**, driving business development, staff development, service expansion, and organisational governance:

**Business Development Contribution**
The OM strengthens partnerships, supports funding strategy, provides operational evidence for bids, and contributes to growth initiatives such as pop-up BUBIC models and harm reduction bus feasibility.

**Staff Development**
The OM leads one to one for core staff, team leader, providing reflective practice, training pathways, wellbeing activities, and supports workforce planning aligned to strategic priorities.

**Service Development**
The OM oversees safe, high-quality delivery of outreach, groups, dual diagnosis support, Gateway training, and pilots' new services including outings, life-skills programmes, and community presence initiatives.

**Governance & Profile**
Working with the CEO, the OM ensures oversight of compliance, safeguarding, GDPR, reporting to Board, sub-groups, contributes to annual accounts, supports AGM delivery, and strengthens organisational visibility through external representation.

**Objectives of the Operation's Manager's role:**

1. Deliver High-Quality, Consistent Service Operations
   Ensure all services - including outreach, group work, and community engagement activities are delivered reliably, safely, and to a consistently high standard in Haringey.

2. Lead and Develop a High-Performing Team
   Provide day-to-day leadership, regular one to one, and development support for staff, peer mentors, to maintain high performance and professional standards.

3. Monitor and Improve Service Performance
   Track performance against KPIs, analyse delivery data, identify gaps, and implement improvements to strengthen service outcomes and overall organisational effectiveness.

4. Manage Compliance, Safeguarding, and Quality Assurance
   Ensure full compliance with safeguarding, GDPR, health & safety, safe recruitment, and all other organisational policies through consistent oversight, quality assurance

5. Strengthen Partnerships and Community Links
   Support the Strategic Engagement Lead and Team Leader to represent the organisation at meetings and events, nurture relationships with stakeholders, and expand referral pathways - especially reaching individuals not accessing formal drug services.

1. **Deliver High-Quality, Consistent Service Operations**
   *(*Service delivery, outreach, groups, events*)*

   **Operational Tasks**

- Have an oversight of weekly timetable of outreach, group sessions, service-user activities, and community events, ensuring consistency, alignment with community need.
- Step into frontline delivery where necessary to maintain continuity of service and model good practice.
- Work with the Team Leader to conduct regular risk assessments for operational activities, including evening outreach, group sessions, and community events.
- Maintain Health & Safety standards across all delivery sites, ensuring equipment, venues, and lone-working procedures are compliant.
- Lead reflective reviews of service delivery and implement corrective actions when issues arise, embedding continuous improvement.
- Manage own workload effectively, coordinating with the team to maintain smooth operational flow and timely completion of tasks.

2. **Lead and Develop a High-Performing Team**
   *(*Team one to ones/group, leadership, development, culture*)*

- Provide regular one to one for core staff and team leader, documenting development needs and progress.
- Lead effective team meetings, team building exercises, ensuring information flow, safeguarding updates, risk alerts, and performance trends are communicated clearly.
- Support team learning by identifying training and development needs and arranging internal/external development opportunities.
- Model professionalism by always mirroring the culture of BUBIC, organisational policies and employee handbook standards.
- Support team members to build leadership capacity, encouraging growth and succession planning.
- Promote a collaborative culture where staff "roll up their sleeves" and support one another in line with organisational values.

3. **Monitor and Improve Service Performance**
   (KPIs, data, reporting, quality improvement)

- Track performance against all service KPIs, including outreach hours, engagement numbers, and group attendance.
- Consolidate KPI performance into monthly reports for the CEO, ensuring accuracy, insight.
- Analyse service data, identify gaps in performance, and implement targeted service improvements.
- Maintain high-quality standards across recording systems, including care plans, case notes, report writing, and monitoring data.
- Carry out quality audits on documentation, safeguarding logs, and operational compliance.
- Review feedback from service users, staff, volunteers, and partners, integrating learning into improved service design.
- Develop robust organisational systems to identify issues early and introduce corrective or preventive actions.

4. **Manage Compliance, Safeguarding, and Quality Assurance**
   (Policies, procedures, governance, H&S, DBS, risk)

- Ensure compliance with all organisational policies and procedures, including safeguarding, equality, GDPR, and Health & Safety.
- Oversee safe recruitment, including DBS checks, references, and structured onboarding.
- Support the CEO with governance requirements, including policy reviews, updates, and ensuring procedures meet regulatory standards.

- Maintain accurate and up-to-date organisational risk assessments and coordinate periodic Health & Safety audits.
- Together with the Finance Lead, monitor petty cash handling and other financial processes to ensure full compliance with organisational requirements.
- Ensure all incidents, safeguarding concerns, and operational risks are logged, escalated, and managed appropriately.
- Promote a culture of best practice, modelling safe, non-judgmental behaviours.

5. **Strengthen Partnerships and Community Links**
   (Relationships, referrals, visibility, community presence)

- Working with the Strategic Engagement Lead, to represent the organisation at external meetings, forums, and community events, strengthening partnerships and visibility.
- Develop new referral pathways and maintain strong links with local agencies, particularly those serving marginalised groups.
- Coordinate co-produced community projects and events, ensuring they meet quality, safety, and budget requirements.
- Deliver community-based presentations on relevant themes (substance misuse, wellbeing, public health).
- Build trusting relationships with partners to support shared outcomes and increase access for people who avoid formal services.
- Gather community intelligence to ensure outreach plans reflect real, emerging needs within the borough.

Model Person Specification – **Operation's Manager**
Essential and desirable skills, abilities, experience, knowledge, and special requirements for the post. This form states how the different requirements may be assessed during the selection:

| Criteria | Essential | Desirable |
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| Education & Training | APM, PRINCE2, or relevant project/leadership qualification.<br><br>NVQ Level 3+ (or equivalent) in Health & Social Care. | Demonstrable training/knowledge in substance misuse, harm reduction, psychosocial interventions, safeguarding, and community work.<br><br>Some understanding in trauma-informed care, motivational interviewing, or public health. |
| Knowledge | Some understanding of drug use, addiction, and its impact.<br>Some knowledge of SMART Recovery, 12-Step, peer support, harm reduction.<br>Knowledge of safeguarding adults, risk, complex needs.<br>Understanding of equality, diversity, inclusion, community engagement. | Knowledge of local authority systems and community safety partnerships.<br>Understanding of delivering change in complex environments. |
| Experience | 3+ years in community services substance misuse<br>2+ years managing staff and volunteers.<br>Supervision & performance management<br>Experience delivering outreach, groups, case management.<br>Strong reporting and documentation experience. | Project lifecycle experience.<br>Budget management.<br>Experience delivering service improvements. |
| Skills & Abilities | Leadership and team accountability.<br>Strong partnership-building.<br>Analytical and data skills (KPIs).<br>Excellent communication & negotiation.<br>Some facilitation & key working skills.<br>Conflict resolution & boundary management.<br>Strong organisational skills.<br>IT proficiency (Word, Excel, PowerPoint). | Experience in matrix management.<br>Service redesign or co-production experience. |
| Personal Attributes | Calm, logical, assertive under pressure.<br>Organised and proactive.<br>Empathetic and committed to inclusion.<br>Reflective and open to learning.<br>Values-led and able to inspire others. | Relevant lived experience (recovery, community advocacy). |
| Other Requirements | Flexible working pattern (evenings/some weekends as needed).<br>Ability to travel locally.<br>Enhanced DBS and 2 references. | Full UK driving licence. |

### BUBIC - Core Behaviours

These behaviours set clear expectations for everyone working at BUBIC. They apply to current staff, volunteers, new starters, managers and leaders alike.

- Lead by example. Model the behaviors you expect from others.
- Work as one team. Support each other, share knowledge, and avoid silos or favoritism.
- Communicate clearly and honestly. Say what you mean, listen properly, and close the loop.
- Be accountable. Take responsibility for your actions, decisions and impact.
- Be reliable and consistent. Do what you say you will do.
- Welcome lived experience and different perspectives. Every voice matters.
- Give constructive feedback. Challenge respectfully and focus on solutions, not blame.

### Our Values

- **Authenticity**
  When we dare to be who we truly are, that's where real transformation begins.
- **Opportunities**
  Every moment is an opening; we shape change by choosing to step into it.
- **Rebuilding**
  From individuals to whole communities, we restore, renew, and rise stronger together.
- **Inclusion**
  Our diversity is our power, and everyone has a place, a voice, and a chance to thrive.

If this sounds like the right fit and you'd like to discuss the role further, please email us at HR@bubic.org.uk and we'll arrange a phone or online conversation with you.

To apply, submit your CV and a cover letter of 250 words outlining your interest and suitability for the role. Please send your documents to HR@bubic.org.uk

### Application and Selection Process

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| Application's Closing Date | 31st March 2026 |
| Stage 1 – Online Interview | 8th April 2026 |
| Stage 2 – Onsite Interview | 10th April 2026 |
| Appointment & Start date<br>(subject to vetting: Enhanced DBS, *2 reference) | 20th April 2026 |

This role is based full-time at BUBIC's office location. Please note that, due to the layout of the building, the office is currently not fully accessible from a mobility perspective, as access requires the use of stairs and there is no lift available. Unfortunately, adjustments to remove this barrier are very limited due to the structure of the building.

BUBIC is committed to equality of opportunity and supporting disabled applicants wherever possible. We are happy to discuss and implement reasonable adjustments in other aspects of the recruitment process and the role to support candidates and employees with disabilities, in line with the Equality Act 2010.