



Job Title:	Regional Operations Lead - London
Job Type:	Permanent
Working Hours:	37.5 hrs
Salary:	£32,092 (+ London Allowance)
Reports to:	National Operations Manager
Location:	Flexible within London (with travel to Birmingham once a month and travel around the London and South East Region)
Responsible for:	The coordination and management of all aspects of the StreetDoctors operations within the London and South East Region.
Context	
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'. 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.	
Main Purpose of Role	
As the StreetDoctors lead for the region, the role will coordinate the organisation's operations and ensure the operating plan is achieved. The key areas of focus include: ● 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 Management: To develop and manage engaged volunteers and sessional youth workers, and ensure their expectations are aligned to the organisation's objectives and provide the best volunteering experience possible. ● Delivery & Quality Standards: To deliver training and ensure the quantity and quality of projects meet the required targets and new opportunities are maximised.	
Main Duties & Responsibilities	
Relationship Management: 1. To represent and be an ambassador for StreetDoctors at local, regional and national meetings, partnership events and funding opportunities.	

2. To ensure the insight from young people, community members, partners and volunteers within the Region are valued, listened to and utilised in the development of the StreetDoctors operations and new projects.
3. To ensure feedback is gathered and young people's voices are represented within the organisation with effective youth engagement.
4. To support the StreetDoctors Fundraising team in the development and reporting of grants, trusts and CSR partnerships.

Volunteer Management:

5. To maintain, develop and manage new local community/ regional partnerships.
6. To support and develop the volunteer journey, from the recruitment, onboarding, training and retention of volunteers, and maintain effective relationships.
7. To provide effective management, communication and development opportunities for the volunteer teams within the region.
8. Support the development and implementation of a hybrid volunteer and staff delivery model and ensure all resources are managed correctly.
9. To provide the management for volunteer and paid sessional youth workers/ casual staff.

Delivery and Quality Standards:

10. To maintain and develop the monitoring, evaluation and impact reporting for StreetDoctors within the region.
11. To ensure the business processes are correctly followed in the booking and delivery of sessions, to ensure the highest customer experience can be achieved.
12. To ensure all delivery targets and KPI's are achieved in accordance to the yearly objectives and work plans.
13. To ensure all StreetDoctors policies and procedures are implemented and followed, including Health and Safety, Safeguarding, Data Protection and Equal Opportunities. Reporting and any concerns are raised with a member of the Senior Team.
14. To deliver training sessions and ensure all sessions in the region are delivered in accordance to the StreetDoctors quality standards.
15. To ensure the volunteer management system "Volunteero" is implemented and utilised for data collection and new processes.
16. To actively participate in staff meetings, training activities and events.

Other Key Activities:

17. Promote and market new StreetDoctors products, delivery sessions and resources to partners.
18. Support the development of new national projects and initiatives.
19. Maintain and actively promote an organisational culture that embraces the StreetDoctors' values.
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
Knowledge & Skills • Educated to higher education level or with equivalent learning or experience. • Recognised qualification in youth work, training or education, or equivalent by experience. • Working knowledge of the legislation related to working with young people and the impact of youth violence on the lives of victims, perpetrators and the wider community. • Comprehensive knowledge of the causes and drivers of youth violence and its solutions. • Expertise in community-level engagement and community led projects. • Excellent organisational and project management skills. • Excellent communication skills, both written and oral. • Ability to respond to changing external agendas, often at short notice and manage tight timelines effectively. • Ability to build lasting relationships with a range of stakeholders. • The implementation and management of Safeguarding procedures and safe systems of working for young people, volunteers, adults and staff.	E E E D D E E E E E
Experience • Experience of working within a youth, community or training environment. • Experience in developing and managing stakeholder relationships. • Proven ability in problem solving, innovation and creativity. • Experience in project management and managing KPI's, monitoring, evaluation and impact reporting. • Supporting, developing and managing funded projects, and maintaining relationships with funders. • Experience of managing and training volunteers and staff. • Working with young people and communities in a variety of settings.	E E E D D D E
Behaviours • 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 and supporting colleagues. • Builds strategic relationships, partnerships and projects through collaboration and co-production. • Finds different ways to construct and customise solutions, including finding and building on existing experience and good practice. • Ensures inclusive practice and promotes diversity.	E E E D D E

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.