



Recruitment Pack for the Role of Operations Director

Dear applicant

Thank you for your interest in our Operations Director position. You will find the following documents included in this pack:

- Background information about Voluntary Action Doncaster
- A job description and person specification for the post
- Guidance on how to apply
- An equal opportunities monitoring form

Please read the accompanying information in this pack and if you feel that you meet the the criteria we invite you to submit

- A CV (no more than 2 pages)
- A Covering Letter telling us how you feel you meet the criteria outlined in the Job description and Person Specification (in no more than 2 sides of A4).

Please also provide the name, email address and telephone number of 2 referees and tell us what capacity you know them. Referees will be contacted if a job offer is made.

- An equal opportunities monitoring form.

The closing date for applications is 12pm on Friday 10th December 2021

Applications should be emailed to:

cath@voluntaryactiondoncaster.org.uk

If you would like to have an informal discussion about the role, please contact Cath Witherington Chief Executive Officer, 07309 669310 or via email cath@voluntaryactiondoncaster.org.uk

Applicants that pass the shortlisting stage will receive an email inviting them to attend an interview. Interviews will take place via Zoom on 20 or 21 December 2021.

Yours sincerely

The Voluntary Action Doncaster Team

About Voluntary Action Doncaster

Now is an exciting time to be joining the team. We have a new and ambitious strategic vision and an innovative approach. We need the right person to join us and to help us turn our vision and plans into reality.

Launched in 2020, Voluntary Action Doncaster (VAD) is a new Charitable Incorporated Organisation and Cooperative. We are an independent member-led organisation. We provide infrastructure support and a point of access for commissioning and partnership working to the diverse group of voluntary, community and faith sector organisations operating in Doncaster and serving the needs of residents. Our Trustees have been elected by members because of their experience of working in and leading local VCFS organisations

An early priority has been to establish the organisation, raise awareness and provide VCF representation with statutory organisations. Internally we have set up our operating systems and policies all of which have provided firm foundations which underpin future development.

To give a flavour of the type of work we do, here are just a few illustrations of what we have achieved so far. We have launched our online Volunteer Hub and recruited over 500 volunteers. We have launched our VCFS Directory with over 380 groups and organisations listed. We manage the VCFS Microgrant Fund and have awarded around £21,000 to community groups across Doncaster. VAD hosts the independent Inclusion and Fairness Forum. Through this strand of work we are championing equality, diversity and inclusion throughout the Borough. We keep people informed and connected through our fortnightly and monthly newsletters, social media and website.

Our next step is to work with our members and wider stakeholders to develop and deliver a range of services and support for the sector. An overview of our Business Plan is provided below.

About The Role

Working alongside our Chief Executive you will contribute to policy and practice development, fundraising, financial planning and strategic management of the team and emerging services.

We are looking for someone with the energy and enthusiasm to fill this dynamic and hands-on role. You will be pivotal in leading our small team and to deliver our strategy and business plan.

The development of diverse income streams is critical to our sustainability. Securing funding through a mix of sources including grants, commissioned services, paid for services and employer Corporate Social Responsibility is a high priority for this role.

We do not have our own office, all staff work from home or in community settings.

Voluntary Action Doncaster Summary Business Plan

1. Vision and Mission

Voluntary Action Doncaster's vision is to nurture a vibrant and thriving Voluntary Community and Faith Sector (VCFS) for Doncaster.

Who

We support and advocate for all VCFS organisations that serve the Doncaster area.

What

We connect people and communities so that by working together we can improve the health, wealth and happiness of everyone in Doncaster

Our stakeholders:

- Voluntary Community and Faith sector groups and organisations
- Member organisations
- Volunteers
- The communities the VCFS serve/support
- Our funders and commissioners

2. Aims

- To serve our Communities
- To develop the capacity and capability of our local VCFS by keeping them Informed and sharing learning
- Champion Volunteering
- To become a model organisation continuously improving our internal systems and processes to provide the best possible services
- To be innovative in our approach, nurture growth and sustainability within the VCFS

3. Values

We are inclusive

- We welcome difference and treat people equally, honestly and fairly

We work as one team

- Working with VCFS partners and stakeholders to help people and communities access the support they need at the right time and place

We have passion and integrity

- We care about doing the right thing-

- We say what we mean and do what we say

We listen and develop with others

- We listen to what people tell us to shape and improve what we do

We dare to challenge

- We recognise and stand up for people's rights and always look to do things better

4. Impact

We aim to facilitate and support our VCFS to deliver meaningful improvements in the following areas:

- Protect and improve the local environment
- Supporting the sector as an employer providing good quality and fairly paid jobs
- Ensuring communities are safe places to live and communities are resilient to challenges and emergencies.
- Equity in access to health and care, and support for our most vulnerable people and so reducing health inequalities.
- Improved skills, confidence, creativity and improved access for all to social and economic opportunities.

5. Service Delivery

- Strategic representation, advocacy and influence
- Information advice and guidance to VCFS and brokering connections (Directory, networking, partnerships)- Volunteer Hub
- Communications and publicity
- VCFS people and organisation development
- Funding through management of VCFS Microgrant and Support of volunteer expenses
- Development of local/ insight/data/analysis and resources

6. Resources

- We aim to grow to 8 Staff (FTE)
- 12 Volunteers including a Board of Trustees
- 63 member organisations
- Regional and National Networks (NCVO, NAVCA)
- Finance wholly via grant income

7. Partnerships

- VCFS groups and organisations
- Local Authority (DMBC), Sheffield City Region Mayoral Authority
- South Yorkshire Integrated Care System, Doncaster ICS place partners including Primary Care Network
- Doncaster Chamber of Commerce and local employers
- Grant FTrust and Foundation funders

8. Income

- Diversified income streams
- Maximize unrestricted income
- Invest in the Infrastructure of the Organisation and VCFS
- Build reserves to reinvest, sustain and innovate
- In due course, income from membership and sector services.

JOB DESCRIPTION

POSITION TITLE:	Operations Director
Responsible to:	CEO
Salary:	£30,000 - £35,000 (dependant on experience)
Hours:	37.5 hours per week
Holidays:	25 days plus bank holidays
Pension:	5% of salary contribution
Working Hours:	Monday to Friday (9-5). Flexibility is required to attend some meetings/events outside of these working hours.
Employing Body:	Voluntary Action Doncaster
Place of Work:	Home Based with access to hot-desk facilities

The Role

This is a critical role within the newly established Voluntary Action Doncaster. The successful candidate will help to shape and grow the business to maximize the support that the local Voluntary, Community and Faith sector organisations need to be as strong, resilient and as sustainable as they can be.

The Operations Director will be responsible for the delivery of the Voluntary Action Doncaster's strategic objectives. S/he will be responsible for the effective management of the staff, resources and projects to ensure the efficient and smooth running of its day-to-day operations.

The postholder will be expected to become self-sustaining by generating income to provide a full cost recovery for their post and to further generate income to ensure Voluntary Action Doncaster's long term sustainability and growth. S/he will play a leading role in shaping our business operating model to create diverse and ongoing income streams. Key areas of responsibility will include: the development of our membership services; effectively engaging organisations to participate and join Voluntary Action Doncaster; building links with the education and private sectors to identify opportunities for collaboration.

MAIN RESPONSIBILITIES

- Develop Voluntary Action Doncaster to become the single point of contact for the Voluntary, Community and Faith Sector in the area.
- Provide infrastructure and business development support to service the needs of all members and prospective members regardless of their size.
- Identifying potential sources of funding and writing strong applications to ensure the economic sustainability of Voluntary Action Doncaster.
- Building an evidence base to demonstrate the positive impact of Voluntary Action Doncaster, our members and wider sector.
- Developing relationships with external stakeholders including the public and private sectors.
- Implementation of Voluntary Action Doncaster's core business, projects and activities and ensure congruence with its Charitable Objectives, Strategy, Vision and Values.

Leadership

- Provide strong, credible and accurate information, advice, guidance to member organisations and ensure the services Voluntary Action Doncaster provides are relevant and delivered to a high standard. .
- Manage and develop staff and volunteers, providing leadership, direction, support and advice to achieve coordinated and effective delivery in line with our values.
- Responsible for recruiting, selecting, inducting, training and evaluating staff, maintaining a safe and secure work environment, developing personal growth opportunities
- Maintain and update HR policies and procedures to ensure effective, fair and consistent management of staff and volunteers
- Responsible and accountable for the collection and analysis of performance data.
- Implement (and, where necessary, design) procedures for the smooth running of the office.
- Ensure effective maintenance of office financial records, ensuring accurate expenses claims forms, donation processing and the accurate capture and record of Gift Aid data for the Finance Department.
- Ensuring full compliance with the Data Protection Act for systems, staff and volunteers
- Responsible for management, organisation and training of the CRM system(s) and VCFS Directory
- Supervise work experience placements and internships.

Business Management

- Develop VADs strategic plan with the CEO and Board. Develop the business delivery plans to effectively and efficiently implement the strategic objectives. Guiding team members to develop their own work plans which support delivery objectives.
- Review and improve existing procedures and systems for the effective management of VAD.
- Responsible for maintaining and developing systems of monitoring that can capture and analyse performance data to track progress of projects
- Responsible for developing and delivering an income and fundraising strategy identifying and engaging partners and opportunities for grants and creating strong proposals and business cases to secure public and private funding or sponsorship.
- Develop and implement VADs and VCFS Marketing and Communications strategy, in conjunction with the Board, inclusive of digital media, communications with its donor and supporter base, and the production of promotional materials for the charity.

Undertake such duties and responsibilities as determined by the CEO that are consistent with the level and nature of the post.

Person Specification

Relevant Experience (Essential)

- Strategic thinker and creative, with the ability to spot opportunities
- Demonstrable achievement within a complex environment
- Demonstrable experience in the development and implementation of new projects and business opportunities
- Experienced in managing multiple conflicting priorities in a fast-paced environment, with the ability to work to tight deadlines.
- Flexible in a multi-task environment and adaptable to changing priorities.
- Excellent Stakeholder engagement with experience of collaborative working with external partners, users and citizens to achieve common goals
- Political sensitivity and ability to apply good judgment in decision making
- Excellent presentation and persuasion skills, both spoken and written
- Computer literate and social media skills.
- Highly self-motivated and committed, with an ability to motivate others
- A proactive networker, with excellent relationship-building and negotiation skills, who can bring energy to their work
- Professional, friendly and approachable manner
- Willingness and ability travel as required , and undertake out of office hours, including at evenings and weekends, where necessary
- Passionate and committed to the values, mission and ethos of Voluntary Action Doncaster
- Committed to continuous professional development and willing to undertake further skills training as appropriate

- Ability to interpret and scrutinise management information
- An ability to develop income generation strategies and manage project costs with an agreed budget.
- Experience of business planning and business development
- Experience of bid writing
- Experience of working with a variety of IT systems.

Desirable

- An ability to lead an organisation through times of growth and change.
- Experience of promoting and developing strategic partnerships and acting to represent the voluntary, community and faith sector at a strategic, partnership level.
- Knowledge and understanding of the voluntary and community sector, its priorities and challenges.
- Experience and appreciation of the diversity and of the unique role the VCF sector plays in society.
- Experience and understanding of quality assurance systems and processes.
- Experience of analysis, interpretation, presentation and protection of data and information.

Personal Attributes and Values

- A commitment to continued professional and personal development for the benefit of the organisation and its members and positive attitude to change, continuous improvement, use of innovation.
- Enthusiastic and resilient under pressure.
- Ability to demonstrate initiative and creativity in problem solving.
- Strong effective facilitator and communicator.
- Ability to plan ahead and manage emerging, unplanned risks and pressures.
- Positive attitude to knowledge sharing.
- Ability to travel within Doncaster and beyond as required.
- Champions Equality and Diversity

Equal Opportunities Monitoring Form

We are committed to equal opportunities in our recruitment process and in order to find out how well we are doing with this we need to collect monitoring data. This monitoring form is voluntary but the information we collect here is very useful to us as it helps us to make sure that we are an inclusive employer and to find out if our workforce is diverse. The information you supply on this form will be kept confidentially. The monitoring form is not sent to the recruiting panel and has no part in the shortlisting process.

What is your ethnicity?

<p>Asian, Asian British, Asian English, Asian Scottish, or Asian Welsh</p> <p><input type="checkbox"/> Asian / Asian British</p> <p><input type="checkbox"/> Bangladeshi</p> <p><input type="checkbox"/> Chinese</p> <p><input type="checkbox"/> Indian</p> <p><input type="checkbox"/> Pakistani</p> <p><input type="checkbox"/> Other Asian background (specify if you wish):</p>	<p>White</p> <p><input type="checkbox"/> British</p> <p><input type="checkbox"/> English</p> <p><input type="checkbox"/> Gypsy or Irish Traveller</p> <p><input type="checkbox"/> Irish</p> <p><input type="checkbox"/> Scottish</p> <p><input type="checkbox"/> Welsh</p> <p><input type="checkbox"/> Other White background (specify if you wish):</p>
<p>Black, Black British, Black English, Black Scottish, or Black Welsh</p> <p><input type="checkbox"/> African</p> <p><input type="checkbox"/> Caribbean</p> <p><input type="checkbox"/> Other Black background (specify if you wish):</p>	<p>Mixed</p> <p><input type="checkbox"/> White and Asian</p> <p><input type="checkbox"/> White and Black African</p> <p><input type="checkbox"/> White and Black Caribbean</p> <p><input type="checkbox"/> White and Chinese</p> <p><input type="checkbox"/> Other mixed background (specify if you wish):</p>
<p>Other ethnic group</p> <p><input type="checkbox"/> Arab</p> <p><input type="checkbox"/> Other ethnic group (specify if you wish):</p>	<p>Prefer not to say <input type="checkbox"/></p>

Your gender

- Male Female Prefer not to say

Have you ever identified as transgender?

- Yes No Prefer not to say

Your age

Date of Birth:

- 16 - 24 25 - 34 35 - 44 45 - 54 55 - 64 65+
 Prefer not to say

Your sexual orientation

- Bisexual
 Gay man
 Gay woman/lesbian
 Heterosexual/straight
 Other (specify if you wish):
 Prefer not to say

Marriage and civil partnership

- Single
 Married/in a registered same-sex civil partnership
 Separated, but still legally married/in a registered same-sex civil partnership
 Divorced/formerly in a same-sex civil partnership which is now legally dissolved
 Widowed/Surviving partner from a same-sex civil partnership
 Prefer not to say

Your religion or belief

<input type="checkbox"/> No religion	<input type="checkbox"/> Jewish
<input type="checkbox"/> Buddhist	<input type="checkbox"/> Muslim
<input type="checkbox"/> Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	<input type="checkbox"/> Sikh
<input type="checkbox"/> Hindu	<input type="checkbox"/> Other (specify if you wish):
	<input type="checkbox"/> Prefer not to say

Disability

The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long-term adverse affect on their ability to carry out normal day-to-day activities.

Do you consider yourself to be disabled?

- Yes.

Please specify:

- No
 Prefer not to say