



Job Description and Person Specification for Operations Manager

Salary:	£33,000-£36,000 (depending on experience)
Hours:	Full time (35 hours per week)
Key relationships:	Director, all staff and volunteers, Baobab young people, Trustees, Consultant Fundraiser, Management Accountant
Responsible for:	Administrators x 3 (Fundraising, Finance, Clinical), Fundraising Officer, Office volunteers
Responsible to:	Director

Purpose of the role: The post holder will work closely with the Director in managing the Operations of the Baobab Centre including responsibility for maintaining and generating income, leading the financial management of the organisation and managing Human Resources, Health and Safety and all operations in relation to the smooth running of the Centre. We're looking for an exceptional candidate who can commit to working with a very diverse group of young people (including some very troubled young people) and staff as a senior member of staff and who has particular strengths in relation to developing strong, warm and open relationships with all members of the Community.

The Context of the Post: The Baobab Centre works with young asylum seekers and refugees the significant majority of whom arrived in the UK as unaccompanied minors. All have experienced either or both organised and inter-personal violence and most have experienced a very difficult journey into exile in the UK. All experience significant difficulties in the UK in accessing care and destitution, housing education, adequate health care and asylum. All, consequently, suffer specific and particular vulnerabilities including the cluster of symptoms referred to as complex post-traumatic stress disorder. Most also have significant strengths and resiliencies and the capacity to develop new resiliencies. Our aim as an organisation is to address and work through their vulnerabilities and to enable them to access old resiliencies that have been suppressed by their traumatic experiences and to enable them to develop new resiliencies and strengths through participating as fully as they are able in the life of the Baobab non-residential therapeutic Community.

The Baobab Centre has a holistic and integrated approach and offers five different levels of support and treatment to unaccompanied young asylum seekers who have experienced a series of overwhelming violent events during their critical developmental years. Our central aim as an organization is to offer opportunities for both rehabilitation and justice and we do this via: a) Practical case work support from our senior social worker and her team; b) Offering Individual psychotherapy; c) participation in group psychotherapy; d) Offering support through the prolonged and bureaucratic asylum system, e) Encouraging all young people to take part in the life of the Baobab Community sharing and taking responsibilities and attending our regular community meeting. Our aim is that slowly young people move from our transitional community to taking part in the life of the community of exile where they can contribute to community life, work and learn and make new and significant relationships and feel free to be themselves.

Key Responsibilities of this Role:

1. Lead the Financial Management of Baobab including developing budgets, working with the management accountant to produce accurate management accounts, and convening a regular meeting of the finance committee.
2. Lead in the Management and Operationalising of Baobab Fundraising and the relationships with Trusts and Major Donors in collaboration with Director and Fund-Raising Team.
3. Ensuring Baobab is a friendly, functional, warm and safe place to be through good management of the premises where Baobab is based including reception, clinical rooms and office and manage the relationship with the Director and staff of the premises owners (Manor Gardens Charitable Trust)
4. Responsibility for all elements of Health and Safety for staff and young people (currently including ongoing COVID risk assessment)
5. Responsibility for Human Resource functions
6. Manage all organisational systems including online filing systems and ensuring they are easily accessible and well-functioning for all staff (Some clinical staff will need support in accessing and using the online record system).

Specific Tasks of Post of Baobab Operations Manager

Financial Management

- Working with the Finance Administrator and Management Accountant in keeping the Accounts up to date and in the production of a monthly Management Accounts and sharing these with the Director and the trustees.
- Working with the Director, Management Accountant to prepare annual budget and present the budget to the board of trustees for sign off
- Finalising of annual report and submitting to Companies House and Charity Commission etc.
- Ongoing discussion with Director and with Operations team about balance between fundraising grants and expenditure.
- Oversee the management of petty cash, monthly payroll of staff salaries and other expenses for the young people.

Fundraising

- Work with the Consultant Fundraiser to set annual and multi-year fundraising targets for sign off by Trustees and coordinate the fundraising team to meet the targets.
- Work with the Fundraising Officer, Consultant Fundraiser and Director to coordinate the development of Trust and Foundation fundraising applications, ensuring that applications are linked to the present realities of our work and that the team work together to submit high quality applications on time.
- Work with the Fundraising Officer and Administrator to ensure all reports are submitted to a high quality and in a timely way.
- Develop and sustain ongoing relationships with funding managers in trusts and individual major donors who donate regularly to Baobab.
- Lead the fundraising team in the arranging of events to communicate the various elements of our work and needs to major donors and trust funders.

Managerial Supervision and Support of the administrative/fundraising team

- Management of administrative team and ensuring that they are aware of their responsibilities and that they understand the holistic and integrated approach of the Baobab Centre including our aims towards rehabilitation and justice.
- To offer regular individual and group managerial supervision to members of the administrative/fundraising team
- To attend the fortnightly reflective group for the administrative/fundraising team
- To periodically discuss managerial supervision of administrative/fundraising team with the Director.

Human Resources

- To contribute to periodic discussions with the Director and Senior Manager about challenges of managerial supervision in the organisation.
- To coordinate and attend annual appraisals of all staff and to reflect together with the Director and Senior Manager on optimising the appraisal system.
- To keep up to date with relevant Human Resource legal frameworks ensuring Baobab complies and to advise on contractual processes to ensure Baobab's Human resource function is robust (With awareness of the different legal implications of paid staff and volunteers).
- Annually review all policies,
- Ensuring that all necessary policy documents exist and are functional and are regularly (annually) discussed and reviewed by trustees and by staff in team meetings. Communicate the policies with the Baobab staff and Community and ensure they can be operationalised day to day.
- Coordinate the system for allocating holiday entitlement and share holiday forms with relevant staff, ensuring the process is running smoothly.
- To compile and send out welcome packs and work in conjunction with the Director and Operations Manager to co-ordinate clinical staff and volunteer inductions.

Office Management and Setting up and Sustaining Systems

- Operationalise systems that clinical and casework staff can manage to record and share information about individual young people and communicate work issues. We currently use One Drive system.

Health and Safety

- Develop risk assessments in collaboration with staff and monitor changes in risk including being aware of the particular needs of staff and young people. Ensure mitigating actions are upheld and up to date.
- Renew annual insurance and ensure it is fit for purpose each year.
- Maintain incident records.
- Support staff to adhere to the Lone Working Policy.
- Keep a record of sick days and support staff when returning back to work after a period of illness.

Managing Projects for and with Young People

- Coordinate one or two projects for Baobab Community members in order to ensure smooth running and administration e.g. Mentoring Project, Bicycle project, Film Club (*with the aim of getting to know the young people and understand helping them to take responsibilities within Baobab*)

Being part of Baobab staff team

- Championing clear and open communication with the Baobab community (in collaboration with the Director and Senior Manager).
- Contribute to manage, strategic planning discussions with Director and Senior Manager and in Discussion with trustees.
- Taking the time to get to know each member of our multi-disciplinary team of clinicians and case workers in addition to the admin staff and all the young people.
- Attend at least two staff meetings each month (the Reflective Group and the Strategy and Systems meeting) and production of minutes for strategy and systems meeting. Occasional chairing of meetings.
- Chairing weekly Operations Meeting with Director, Senior Social Worker and Admin staff (discussing operational and financial matters) and sharing minutes with wider staff group
- Attend regular meetings with the Director and with the Senior Manager to discuss management issues.
- Attend regular supervision sessions with Director.
- Attend fortnightly support group for Admin staff.

Governance

- Ensuring six times yearly trustees meetings in discussion with Chair of Trustees and Director and ensuring relevant papers are available for these meetings as well as taking minutes and distributing them.

Challenges of the Role

- Working with young people who are sometimes very distressed and prioritising their needs in relation to the pressures of the job.
- Working as part of a non-residential therapeutic community where all staff are expected to relate to the young people in an involved and supportive way.
- Working closely and keeping boundaries with a team of clinicians in working spaces where strong emotions are felt and expressed in relation to working with young people who have experienced human rights abuses.
- Managing personal feelings about the traumatic experiences of the young people and their experiences of the UK systems that repeatedly fail them (all admin staff attend a reflective group where they can access support and these issues can be explored).
- Working with a variety of clinical staff who have diverse skills and who need differing support in organisational management.

- Working with young people from 29 different countries some of whom don't speak English and need interpreters and taking time to understand the context of the different countries that the young people come from.

PERSON SPECIFICATION

Qualifications, Education and Training

Essential

- Education to degree level or equivalent professional experience
- Knowledge of a range of computer packages (e.g. OneDrive, Word, Excel, PowerPoint, Outlook and accounting software.)
- Knowledge of data protection legislation.
- Understanding of asylum law.
- Ability to work with and support clinicians

Desirable

- Ability to speak one of more of the commonly used refugee languages
- Knowledge of HR legislation and procedures

Experience

Essential

- At least 5 years' office and/or operations management experience in a small organisation, including setting up and maintaining office systems including digital systems.
- Experience of managing a team.
- Experience of financial management such as organisational budgeting, expenditure monitoring, use of accounting software and operating payroll software.
- Experience of working with vulnerable young people.
- Experience of developing funding bids for a small charity and working with individual major donors
- Experience of working with and supporting clinicians

Desirable

- Involvement with human rights issues
- Event management experience
- Project management experience
- Experience of editing documents and preparing publications.
- Experience of work with troubled young people in a statutory or voluntary organization and of work with specialist clinicians.

Skills, Attributes and Competencies

Essential

- Highly numerate with confidence and experience in dealing with financial management.

- A commitment at all times to embody our values, follow our principles and work towards our aims.
- Highly organised; able to define and establish clear procedures and project plans, assess risk, monitor progress and adjust as necessary.
- High levels of sensitivity, emotional intelligence and resilience.
- Able to balance and prioritise a plethora of competing needs and priorities.
- Strong delegation skills especially with a mix of voluntary, managed and non-line managed staff.
- Able to identify opportunities, plan new activities and manage change.
- Understanding of the law in relation to small organisations.
- Excellent ability to communicate confidently and openly with all members of our community including a variety of funders, clinicians, social workers and troubled and resilient young people from a variety of cultures and ethnicities.
- Able to establish and maintain professional boundaries, especially confidentiality, even in difficult circumstances.
- Risk awareness in the context of building relationships with vulnerable young people.
- Ability to resolve dilemmas, solve problems and constantly seek solutions.
- High level of accuracy and attention to detail.
- Ability to make use of supervision
- Warm, welcoming, open and communicative.

Commitment, Values and Motivation

Essential

- It is a fundamental aspect of our work that all staff are experienced by young people as caring and involved adults in the same way as parental figures, uncles, aunts or elder siblings. These capacities to relate calmly and warmly to all members of our community are essential for all staff whatever the other aspects of their role may be.
- To work in ways that promote a multicultural, multi faith environment with a genuine commitment to equal opportunities
- To inform oneself about the external political environment towards refugees and asylum seekers and the different contexts that young people come from and in which they find themselves in the UK.
- Proven interest in human rights and advocacy work on behalf of vulnerable people with the aim of changing policy and practice.
- To understand and work towards meeting the diverse needs of young asylum seekers and refugees who have experienced violence and who, as a consequence, function in an unstable way and often at a much more immature level than their chronological age.
- To work in a non-residential therapeutic community.
- To want to make a difference in the lives of young asylum seekers and refugees

Please apply by sending a completed Application Form to saffi.jones@baobabsurvivors.org by midnight on Sunday 4th October 2020 to

Interviews will be held on the week of the 12th October 2020