

Candidate Information Booklet

Operations Manager

(Breakthrough Programme)

(Ref: OPM/02/19)

Closing date for applications:

12 noon on Tuesday 12th February 2019



***“A project supported by the European Union’s PEACE IV Programme, managed by the Special EU Programmes Body (SEUPB).”***

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**Job Description**

**Job Title: Breakthrough Operations Manager**

**Salary: £31,401 per annum**

**Hours: 37.5**

**Pension: 7%**

**Holidays: 25 days per year plus statutory public holidays**

**Duration:** **31st December 2021**

**Responsible to:** **Head of Youth Development**

***PROJECT BACKGROUND***

The ‘Breakthrough’ programme will engage up to 172 young people aged 14 – 24 years per year from across North Belfast, Shankill and Newtownabbey through working in local schools and in partnership with youth and community organisations. The programme will be delivered in partnership with Cliftonville Community Regeneration Forum, Ardoyne Youth Enterprises, Mount Vernon Community Development Forum (operating on behalf of Loughview Community Action Partnership), Newtownabbey Antrim Cultural Network (NACN), Street Beat, New Life City Church and YEHA Youth Project.

***JOB BACKGROUND:***

The post holder will be responsible for the management, development and implementation of the Breakthrough Programme, its offices and staff and outreach provision on behalf of Ashton Community Trust.

***RESPONSIBILITIES:***

1. To establish, implement and monitor outreach provision for the Breakthrough Programme to ensure the widest possible contact throughout the Programme area
2. To work in partnership with the Head of Youth Development of ACT, Project Partners, SEUPB and other key stakeholders to develop and implement the programme
3. To manage appropriate people and teams
4. To manage relevant budgets and resources
5. To promote, market and actively seek out additional opportunities and specialist services where required for Breakthrough Programme participants
6. To report on and act on monitoring and evaluation information
7. To line manage the Programme Coordinator and all Detached and Centre Based Programme Youth Outreach Mentors and Schools Programme Youth Outreach Mentors ensuring regular supervision and annual appraisals are completed, performance measurement, training, monitoring leave and sickness
8. To manage the provision of Breakthrough Programme services in each of the partner’s organisations. This would include the planning and development of outreach services, the management and monitoring of mentoring delivery and good relations group work in outreach centres and ensuring all outreach processes and policies are adhered to.
9. To work in partnership with management, the Peace IV Children and Young People Team at SEUPB and other organisations delivering Peace IV Children and Young People Programmes to establish monitoring and evaluation processes.
10. To ensure all guidelines and processes set out by SEUPB and the Breakthrough Programme are being enforced.

***Main Duties***

1. To manage and oversee the day-to-day operations of The Breakthrough Programme
2. To contribute in any recruitment processes for programme staff and trainees, if and when required
3. To ensure that appropriate training programmes for staff and trainees are developed and fully implemented
4. Ensure that all Breakthrough outreach provision runs effectively and efficiently on a daily basis
5. To liaise with all other bodies, agencies and professionals associated with The Breakthrough Programme
6. To work in conjunction with the Breakthrough Programme team in maintaining quality systems and standards into all programmes to include: ISO and EFQM in order to ensure the full delivery of quality programmes to all user groups and to ensure that all standards and processes are being met for funders
7. To ensure the continuous update of all programme databases
8. To ensure all processes and administrative systems are continually updated and adhered to in line with ACT policies and procedures
9. Ensure consistent compliance with all policies and procedures, financial and audit regulations and external funders requirements
10. Ensure the upkeep of all equipment, furnishings and fittings relating to training & employment projects
11. Establish and maintain effective methods of communication and reporting to the Head of Youth Development and Project Partners
12. To work with the local community and all project partners to ensure the values and ethos of ACT is fulfilled and used to encourage greater community participation
13. Participate on all relevant boards including attending all meetings as requested by the Head of Youth Development to ensure effective partnership working and to promote the work of ACT and the Breakthrough Programme
14. To work in partnership with the Head of Youth Development to Plan for all in order to raise an awareness and profile of The Breakthrough Programme
15. Ensure all policies and procedures of ACT and Youth Development are communicated to all staff and implemented
16. To meet all monitoring and evaluation procedures set by the Trust and to ensure that all activity is recorded and forwarded for analysis
17. To build upon existing links with all external bodies
18. To organise and hold regular meetings with all staff to ensure effective team working, complete and update work plans and to monitor targets are being met.
19. To ensure regular monthly staff meetings and appraisals and staff supervisions are completed
20. To work in partnership with Head of Youth Development to monitor costs, targets, budgets, evaluation, and the effective delivery of all its programmes.
21. To monitor the performance of the Coordinator, Youth Outreach Mentors and other staff to ensure they are effectively working with customers and meeting all their needs
22. To perform such other relevant tasks deemed necessary by management to ensure the effective and efficient implementation of the organisations action plan

***OTHER RESPONSIBILITIES***

* Undertake any other related responsibilities commensurate with the evolving objectives of the post, the Breakthrough Programme and the evolution of Ashton Community Trust, as may reasonably be requested by the Head of Youth Development
* Work flexibly on evenings, weekends and during school holidays to ensure full delivery of the programme.
* Undertake training in order to develop work related skills and knowledge.
* Facilitate training with Breakthrough Programme team staff and participants where necessary
* Work with due regard for ACT’s core values and objectives
* Ensure the effective implementation of and adherence to, the Ashton’s policies and procedures

***PERSONAL AND PROFESSIONAL DEVELOPMENT***

* Participate in ACT’s Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and direct line staff.
* Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met.
* Share best practice and achievements, and contribute at opportunities to present outcomes and case studies.
* Contribute to the learning of others across the organisation and across other organisations involved in delivering United Youth Pilot Programmes by sharing knowledge and skills both informally and formally.

**Status of the Job Description**

This job description is not incorporated into the employee’s employment contract. It is intended as a guide and should not be viewed as an inflexible specification and it may be varied from time to time in the light of strategic developments following discussion with the post holder. The post holder will be expected to work to objectives agreed with the line manager.

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**Person Specification**

**Essential Criteria**

1. A recognised third level qualification that the candidate can demonstrate is relevant to the post (e.g. Community Youth Work; Community Education; Community Development)
2. A proven track record of 3 years or more experience of working within a Youth or Community Development field at a senior level.
3. Demonstrable experience in a primary role in the management, development and implementation of similar services including managing a busy office environment and staff
4. Demonstrable experience of working in a community setting.
5. Evidence of understanding of good relations, citizenship and personal development processes within a youth work context
6. Demonstrable experience of ability to demonstrate the effective management of resources
7. Proven ability to produce and deliver financial, progress and monitoring reports on time for management committees and funders
8. Previous demonstrable experience of promoting and marketing similar programmes and actively seeking out additional opportunities.
9. Proven experience and understanding of multi barriers that young people face
10. A willingness to be flexible in work patterns and to fulfil evening and weekend duties
11. Hold a full license valid in the UK with access to a car for business purposes. This criterion will be waived in the case of an applicant whose disability prohibits driving but who is able to make alternative arrangements.

**Desirable Criteria:**

* A degree in Community Youth Work
* Knowledge and experience of working with the young people not in education, employment or training
* Experience of delivering programmes that promote good relations, citizenship and personal development.

**Competencies**

**Communication (Oral and Written)**

Frequently receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey information to others. Understands and conveys complex, conceptual ideas or complex information which may be highly detailed, technical or specialist.

**Teamwork**

Be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team. Clarify the requirements; agree clear task objectives; organise and delegate work fairly according to individual abilities; help the team focus their efforts on the task in hand and motivate individual team members.

**Liaison and Networking**

Participate in networks within the organisation or externally in order to influence events or decisions; undertake active collaboration to pursue a shared interest. Initiate, build or lead networks which are external to the organisation in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information.

**Service Delivery**

Set the overall standards for service across the **Breakthrough** function; monitor service levels; pre-empt changes in clients’ needs and anticipate future requirements; maintain overall quality balancing different demands; ensure others have the support they need to provide quality service and fulfil their role.

**Decision Making Processes**

Take independent decisions which may endure for some time and impact mainly on/in the work team. Be party to some collaborative decisions which are far-reaching, complex and long-lasting.

Provide advice or input to contribute to the decision making of others.

**Planning and Organising Resources**

Take responsibility for the operational planning and organisation of larger projects or areas of work; co-ordinate a the team within the project; set performance standards and establish monitoring procedures to keep track of progress across these different aspects of work; provide input to longer term planning.

**Guidance for Making your Application**

The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the essential/desirable criteria.

* The space available on the application form is the same for all applicants and must not be altered.
* Ashton Community Trust will not accept CV’s, letters or any other supplementary material in place of or in addition to, completed application forms.
* Applicants must complete the application form in black ink or typescript.
* Applicants must not reformat their application form.
* Information in support of your application will not be accepted after the closing date for receipt of applications.
* Relevant or equivalent qualifications – if you believe your qualification is equivalent to the one required, the onus is on you to provide the panel with details of modules studied, etc. so the panel can make a well-informed decision.
* It is essential that all applicants demonstrate on their application form how and to what extent their experience and skills are relevant to this post and the extent to which they satisfy each of the essential and desirable criterion specified. If you do not provide sufficient detail, including the appropriate dates needed to meet the criteria, the selection panel will reject your application.
* The examples you provide should be concise and relevant to the criteria. This is very important as these may be discussed at interview and you may need to be prepared to talk about them in detail if you are invited to interview. It is your unique role that the panel are interested in, not that of your team or division.
* Ashton Community Trust will not make assumptions from the title of the applicants post or the nature of the organisation, as to the skills and experience gained.

**Application Form Submission**

* Completed applications can be submitted by:
  + Email to HR@ashtoncentre.com, by post or delivered by hand to HR, McSweeney Centre, 25 – 27 Henry Place, Belfast, BT15 2AY.
* We will not accept incomplete application forms; application forms received after the closing deadline or reformatted application forms.
* Please only return the application form, monitoring form and Disclosure of Criminal Convictions Form.
* Applicants using Royal Mail should note that 1st class mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to Ashton Community Trust to meet the required deadlines.
* Ashton Community Trust will not accept application forms where there has been a shortfall in postage.
* Should you have any queries please contact HR on 02890 322289 or email at HR@ashtoncentre.com.

**Interview Guidance for Applicants**

At interview, the selection panel will assess candidates against the competencies, qualifications and experience for the post.

If this is your first experience of a competence-based interview, bear in mind that it does not require you to:

* Talk through previous jobs from start to finish
* Provide generalised information as to your background and experience.
* Provide information that is not specifically relevant to the competence the question is designed to test.

A competence based interview does however require you to:

* Focus exclusively, in your responses, on your ability to fulfil the competences required for the effective performance in the role.
* Provide specific examples of your experience in relation to the required competence areas.

**Disability Requirements**

Ashton Community Trust will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process. Details of any disability are only used for this purpose and do not form part of the selection process. If you are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up appointment. If you wish to discuss your disability requirements further, please contact HR on 02890 742255.

**Feedback**

Ashton Community Trust is committed to providing feedback in respect to decisions taken in determining eligibility/shortlisting as well as at interview. Feedback will be communicated on receipt of a written request.

**Equal Opportunities Monitoring Form**

**Please note this form is regarded as part of your application and failure to complete and return it will result in disqualification.**

The information is used for monitoring purposes only. All applications for employment are considered strictly on the basis of merit.

Ashton Community Trust complies with relevant Equal Opportunities legislation and policies.

Please complete the monitoring form and return in a separate envelope marked ‘Monitoring Officer’.

Prior to appointment with Ashton Community Trust the following will be required:

* Proof of qualifications
* Proof of eligibility to work in the UK
* Personal ID
* ACCESS NI check depending on role.

Ashton Community Trust complies with Access NI Code of Practice, which can be downloaded from <https://www.nidirect.gov.uk/sites/default/files/publications/accessni-code-of-practice.pdf>

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**Confidential**

Ashton Community Trust

McSweeney Centre, 25 – 27 Henry Place, Belfast BT15 2AY

**Employment Application Form Application Number: OPM/02/19**

Please complete this application form in **black ink or** **typescript** and return it on or before the closing date stated. Late applications will not be accepted. Only information provided on this application form will be considered by the panel. CV’s will not be accepted.

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| **Post applied for:** | **Breakthrough: Operations Manager** |  |  |
| **Hours:** | **37.5 hours per week** | | |
| **Closing Date and Time:** | **Tuesday 12th February 2019 at 12 noon** | | |

**Personal Details:**

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| --- | --- |
| **Surname:** | **Telephone Number (Home):** |
|  |  |
| **Forename(s):** | **Telephone Number (Mobile):** |
|  |  |
| **Title:** | **Email Address:** |
|  |  |
| **Address:** | **Postcode:** |
| **NI Number:** |  |
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**Relevant Qualifications and/or Professional Membership**

Original proof of qualifications will be requested if recommended for appointment

(Please continue on a separate sheet of necessary)

|  |  |  |  |
| --- | --- | --- | --- |
| **Examination level**  **(for example, GCSE/’A’ Level/Degree/NVQ** | **Subject(s)** | **Grade** | **Date Gained** |
|  |  |  |  |
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| **Professional Qualifications** | **Registration Body/Number** |  | **Date Gained** |
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**Employment History**

Please give details of jobs that you have held, starting with your present or most recent employer and work backwards, in chronological order. Include in this section any breaks in employment history for example, caring responsibilities, travelling or returning to study, registered unemployment and temporary/voluntary employment. (Please continue on a separate sheet if required)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name and Address of Employer and Nature of Business** | **From** | **To** | **Job Title:** | **Final Salary and Reason for Leaving** |
|  |  |  |  |  |
| **Notice required if offered the position for which you have applied?** | | | | |

**Training**

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| **Details of relevant training courses attended and awards achieved, including dates if appropriate** |
|  |

**Suitability for this position**

Please detail your suitability for this position under the relevant headings below, describing how your experience and knowledge relates to the job description and person specification.You must ensure that you provide sufficient information on the application form to enable the selection panel to assess your eligibility at shortlisting.

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| **Essential Criteria** |
| **1. Please demonstrate to the panel that you have a recognised third level qualification**  **(e.g. Community Youth Work; Community Education; Community Development)** |
| **2. Please demonstrate that you have a** **proven track record of 3 years or more experience of working within a Youth or Community Development field at a senior level.** |
| **3. Please demonstrate your experience in a primary role in the management, development and implementation of similar services including managing a busy office environment and staff** |
| **4. Please demonstrate your experience of working in a community setting.** |
| **5. Please show evidence of understanding of good relations, citizenship and personal development processes within a youth work context.** |
| **6. Please demonstrate your ability to effectively manage resources** |
| **7. Please demonstrate your proven ability to produce and deliver financial, progress and monitoring reports on time for management committees and funders.** |
| **8. Please demonstrate your previous experience of promoting and marketing similar programmes and actively seeking out additional opportunities.** |
| **9. Please demonstrate your proven experience and understanding of multi barriers**  **that young people face** |
| **10. Are you willing to be flexible in work patterns and fulfil evening and weekend**  **duties as required?** |
| **11. Do you hold a full licence valid in the UK with access to a car for business**  **purposes?** |
| **Desirable Criteria** |
| **8. Do you have a degree in Community Youth Work? Please detail.** |
| **9.** **Please demonstrate your knowledge and experience of working with the young people not in education, employment or training** |
| **10. Please demonstrate your experience of delivering programmes that promote good relations, citizenship and personal development.** |
| I confirm that the information I have given is accurate and complete, as misleading or false statements will result in the withdrawal of the offer of employment, or if employed dismissal.  **Signed…………………………………………………Date…………………………………..** |
|  |
| **Data Protection Act:** |
| Under the Data Protection Act 1998, Ashton Community Trust is required to notify applicants and prospective employees on how their personal data will be processed and used. This application form, excluding the equal opportunities monitoring form, will be retained by Ashton Community trust for a maximum period of 12 months, unless you are the successful applicant for the post, in which case the application form will become part of your employee record. Some of the data you provide is considered to be Sensitive Personal Data under the Data Protection Act 1998, this information will be used to assist us with recruitment monitoring. It will be held separately from application forms and will be retained for a three-year period under obligations arising from the NI Equality Legislation, it will also be held electronically.  By signing this form you are giving consent to Ashton Community Trust to use this data in the way described above.  **Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

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| **Personal Statement:** |
| |  |  | | --- | --- | |  |  | | Ashton Community Trust is an Equal Opportunities Employer. The Trust encourages applications from people with disabilities and will not preclude full consideration of your application as a result of your disability. In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities”.  Do you consider yourself to have, or, have had a disability that is relevant to your job application? **Yes/No**  If you have answered yes, is there anything we should know about your disability or requirements in order to:   * Process your application fairly, * Make any specific arrangements for your interview, and * Make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post.   Provide details: | | |

**Private and Confidential**

The following pages will not be used as part of the selection process as they contain information that is strictly private and confidential.

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| **Referees** |
| Please give full details of two people (not relatives) that we can approach for references, one of which must be your current or most recent employer, if you have never been employed before please list details of someone who would know you in a voluntary or academic capacity. Please ensure that your referees are aware of this application, and, also, if you are providing us with their email address, that you obtain your referee’s permission to do so. References must be satisfactory to Ashton Community Trust |

|  |  |
| --- | --- |
| **Reference** | |
| **Name:** |  |
| **Occupation:** |  |
| **Full Address:** |  |
| **Telephone Number:** |  |
| **Email:** |  |

|  |  |
| --- | --- |
| **Reference** | |
| **Name:** |  |
| **Occupation** |  |
| **Full Address:** |  |
| **Telephone Number:** |  |
| **Email:** |  |

I give Ashton Community Trust the right to investigate all references and to secure additional information about me, if job related. I hereby release from liability the employer and its representatives for seeking such information and all other persons, corporations or organizations for furnishing such information. I have read and understood the requirements and particulars for the job, which have been supplied to me. I further understand that the job offer may be subject to the satisfactory outcome of references and/or a satisfactory Access NI Disclosure.

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| I confirm that the information I have given is accurate and complete, as misleading or false statements will result in the withdrawal of the offer of employment, or if employed dismissal.  **Signed…………………………………………………Date…………………………………..** |

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**MONITORING FORM JOB REFERENCE NO: OPM/02/19**

**MONITORING QUESTIONNAIRE UNDER THE ASHTON COMMUNITY TRUST’S EQUAL OPPORTUNITY POLICY**

**IN CONFIDENCE, USED FOR STATISTICAL PURPOSES ONLY**

Date of Birth: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Nationality: \_\_\_\_\_\_\_\_\_\_\_\_\_

**1 COMMUNITY BACKGROUND**

I am a member of the Protestant community

I am a member of the Roman Catholic community

I am not a member of either the Protestant or the Roman Catholic

community

**2**  **ETHNIC ORIGIN**

WhiteBlack Other

Irish TravellerChinese

Pakistani Indian

Black CaribbeanMixed Group

Black AfricanOther

**3** **GENDER**

Female Male

**4** **MARITAL STATUS**

Married Single Widowed Separated Cohabiting Civil

Partnership

**5** **DISABILITY**

Under the *Disability Discrimination Act 1995* you are deemed to be a disabled person if you have cancer, multiple sclerosis or HIV infection.

Also, you are deemed to be a disabled person if you have a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities.

**Do you consider that you are a disabled person?**

Yes:  No: 

**If you answered “yes”, please indicate the nature of your impairment by ticking the appropriate box or boxes below:**

**Physical impairment**, such as difficulty using

your arms, or mobility issues requiring you to use

a wheelchair or crutches:

**Sensory impairment**, such as being blind or

having a serious visual impairment, or being deaf

or having a serious hearing impairment:

**Mental health condition**, such as depression

or schizophrenia:

**Learning disability or difficulty**, such as

Down’s Syndrome or dyslexia, or **Cognitive impairment**,

such as autistic spectrum disorder:

**Long-standing or progressive illness or health condition**,

such as cancer, HIV infection, diabetes, epilepsy or

chronic heart disease:

**Other** (please specify):

…………

**When you have completed this questionnaire, please return it to:**

**The Monitoring Officer,**

**ASHTON COMMUNITY TRUST,**

**25 – 27 HENRY PLACE, BELFAST BT15 2AY**

*Access to this information will be strictly controlled and will not be seen by the shortlisting panel. Monitoring will involve the use of statistical summaries of information in which identities of the individuals will not appear. The information will not be available for any other purposes other than equal opportunities monitoring. The information will subsequently be transferred to the monitoring system operated by the Monitoring Officer. There it will be strictly controlled in accordance with the Data Protection Code of Practice. Please note that it is an offence for any person to give false information to another who is seeking that information in order to make a monitoring return.*





