

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

<b>Post Title:</b>	<b>OPERATIONS MANAGER</b>
<b>Hours per week:</b>	35
<b>Reports to:</b>	Director of Business Development
<b>Main Purpose:</b>	Responsible for the development, planning, implementation and delivery of all camp services
<b>Salary:</b>	£36k rising to £40k in two years conditional upon satisfactory performance
<b>Location:</b>	Office based but could be flexible and need to travel frequently across the UK spending significant time overnight at residential camp(s) and at the OTW HQ

### **Role**

Over the Wall is a fun, forward-thinking and creative UK charity that has been transforming the lives of seriously ill children, and their families, for more than 20 years.

Childhood should be a happy and carefree time, but for children living with a serious illness, it's a very different story. Their lives can be filled with regular hospital visits with often gruelling periods of treatment and painful recovery. Children and their families tell us that friendship, fun and happiness are in short supply and being socially isolated is commonplace. The anxiety of being ill, coupled with loneliness and a sense of being different, often leads to other depressive symptoms which adversely affects both quality of life and personal development at a critical stage in childhood.

Our free-of-charge programmes are intentionally designed to redress these symptoms and we have masses of independent research and empirical evidence to know that what we do works. The most common feedback we receive from parents is that they don't know what we have done but we've given them back the happy son/daughter they thought they had lost to illness.

We are very focused on delivering the highest quality service and this has been recognised by OFSTED who have awarded us an OUTSTANDING grade for 4 consecutive years.

As the Operations Manager, you will be responsible for managing all, non-medical, aspects of OTW programmes (for Health Challenges, Siblings and Family Camps). This is a key role within OTW as it is the most senior, non-clinical, position at camp and involves the ability to manage many elements of the residential camps. You will be expected to attend camp and lead the teams responsible for setting up the camp and delivering an outstanding camp experience for up to 80 campers who are supported by a similar number of staff and volunteers.

In 2022, when we reintroduce residential camps, you will be expected to attend six camps, five in England and one on Scotland, and can expect to be away from home for between 4-8 days on each occasion.

You will ensure the excellent delivery of all our programmes as well as provide exceptional service to our campers and their families. You will oversee all staff and activities and ensure all health and safety and safeguarding procedures are in place and adhered to. Furthermore, you will manage the camp; from preparing and procuring the resources through to closing camp and leading the quality improvement review meetings and all things in between.

OTW is part of the SeriousFun Network, an international collection of camps from across the world. The network is a source of information and support and the Operations Manager will be expected to participate in network events (on-line and, when the situation allows, visit the USA) and contribute to camp leadership events and conferences.

## **Duties and Responsibilities**

### **Planning**

- Create detailed work plans, duty rotas and activity schedules, for all aspects of the delivery of residential and other OTW services, (other than nursing/medical), in line with organisational objectives, OFSTED, Care Inspectorate and SeriousFun requirements/criteria.
- Create clear objectives with timescales for the Operations Team and individual team members.
- Put in place an effective monitoring process to manage performance/solve issues.
- Maintain and update all current policies and SOPs and design and implement new governance documentation as appropriate.
- Identify/record risks and seek to mitigate their impact.
- Seek feedback from all sources to inform decision making and improve service delivery.
- Take an evidence/data-based approach to decision making.
- Ensure all safeguarding concerns are appropriately responded to, recorded and escalated in a timely manner, in line with national guidance and legislation.

### **Implementation & Delivery**

- Responsible for the safe and effective delivery of residential camps and other OTW programmes.
- Communicate and implement delivery plans with confidence.
- Monitor activities at all times to:
  - ensure safeguarding is front and foremost
  - accept all feedback and take any opportunity to improve service provision, and
  - be alive to critical incident potential.
- Identify areas for future improvement.
- Meet agreed targets and deadlines within budget.

### **Behaviour / Way of Working**

- Manage and prioritise own workload.
- Work as an effective team member, demonstrate good personal communication skills and actively promote excellent team relationships across OTW.
- Demonstrate appropriate assertiveness and ability to challenge others when the quality or safety of camp/campers is at risk.
- Display good analytical ability and sound decision making.
- Demonstrate concise, accurate, timely record keeping.
- Demonstrate a positive confident attitude particularly in times of uncertainty in changing circumstances.

### **Leadership**

- Forge an effective and coordinated operations team, provide effective support and supervision of individuals within the operations team.
- Manage the performance, and hold to account, members of the operational team.
- Provide clear and timely direction for the delivery of objectives.
- Be a role model for others in both words and deeds.
- Represent Operations at Management, Board and subcommittee meetings.
- Take an active role in designing, and recruiting to, new roles.

### **Personal and Professional Development**

- At all times maintain appropriate personal and professional boundaries.
- Maintain appropriate professional contact with campers and families, whether face-to-face or via online systems, telephone, or text.
- Ensure the responsibilities for camper confidentiality are maintained in all contacts with young people, families and any other individuals or organisations.
- Maintain own personal and professional development, acting on opportunities for learning including active preparation for Ofsted 'Registered Manager' role – a key aspect of this role.
- Undertake Level 3 safeguarding training.
- Be responsible and proactive in maintaining personal physical safety and emotional wellbeing, utilising supervision and support systems on offer.

This list is not comprehensive, and you may be required to undertake other duties or roles at the discretion of the Director of Business Development/CEO.

## PERSON SPECIFICATION

The person specification sets out the qualifications, experience, skills, knowledge, personal attributes, interests, other requirements which the post holder requires to perform the job to a satisfactory level.

Headings	Essential	Desirable	Means of Assessment
<b>Physical requirements of the post</b>	Able to carry out all practical, emotional and physical elements of the post, including the regular lifting and carrying of equipment and spending time away from home at residential camps		Application Interview Reference
<b>Training &amp; Qualifications</b>	Educated to degree level.  Training in the essential elements compatible with experience of working at residential camps (e.g. basic first aid, safeguarding, resuscitation, GDPR etc)	Management qualifications  Level 3 (or equivalent) training in safeguarding children and young people  Previous experience as a designated registered manager (OFSTED)	Application Interview Reference
<b>Previous or relevant experience necessary</b>	Minimum 3 years' experience in a leadership role at a residential activity camp.  Knowledge and experience of safeguarding and managing related incidents.  Experience of managing staff and resources to ensure objectives are delivered successfully, on time and to budget.	Previous experience of: <ul style="list-style-type: none"> <li>• Working within the SeriousFun network</li> <li>• A clear understanding of Therapeutic Recreation and its implementation.</li> <li>• Supervising or mentoring staff and undertaking annual appraisals</li> </ul>	Application Interview Reference

<b>Aptitudes and skills required</b>	<p>Excellent leadership, planning and organizational skills</p> <p>Confident of own knowledge, aware of learning needs, seeks guidance as appropriate</p> <p>Can communicate effectively with a range of professionals and parent/carers and camper in the English language</p> <p>Ability to juggle and manage multiple projects and problem-solve</p> <p>Excellent IT skills (MS Office suite, email and internet)</p>	<p>Understanding of current child protection / safeguarding law and effective disclosure management</p>	<p>Application Interview Reference</p>
<b>Personal qualities/ temperament</b>	<p>Positive and compassionate attitude, problem-solving approach</p> <p>Enthusiasm for role</p> <p>Team player with good working relationships</p> <p>Flexible, adaptable, uses initiative, and able to explain own decisions</p> <p>Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others</p> <p>Self-aware and reflective</p> <p>Values diversity and difference, operates with integrity and openness</p> <p>Emotionally resilient, clear personal and professional boundaries and awareness of risks in this role</p>		<p>Application Interview Reference</p>

<b>Special requirements of the post</b>	<p>Have the right to work in the UK</p> <p>Full UK/International driving licence</p> <p>Able to travel to and attend residential camps in range of locations across the UK</p> <p>Ability and flexibility to work extended hours, including evenings and weekends.</p> <p>Must be able to achieve enhanced DBS status</p>		<p>Application Interview Reference</p>
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