



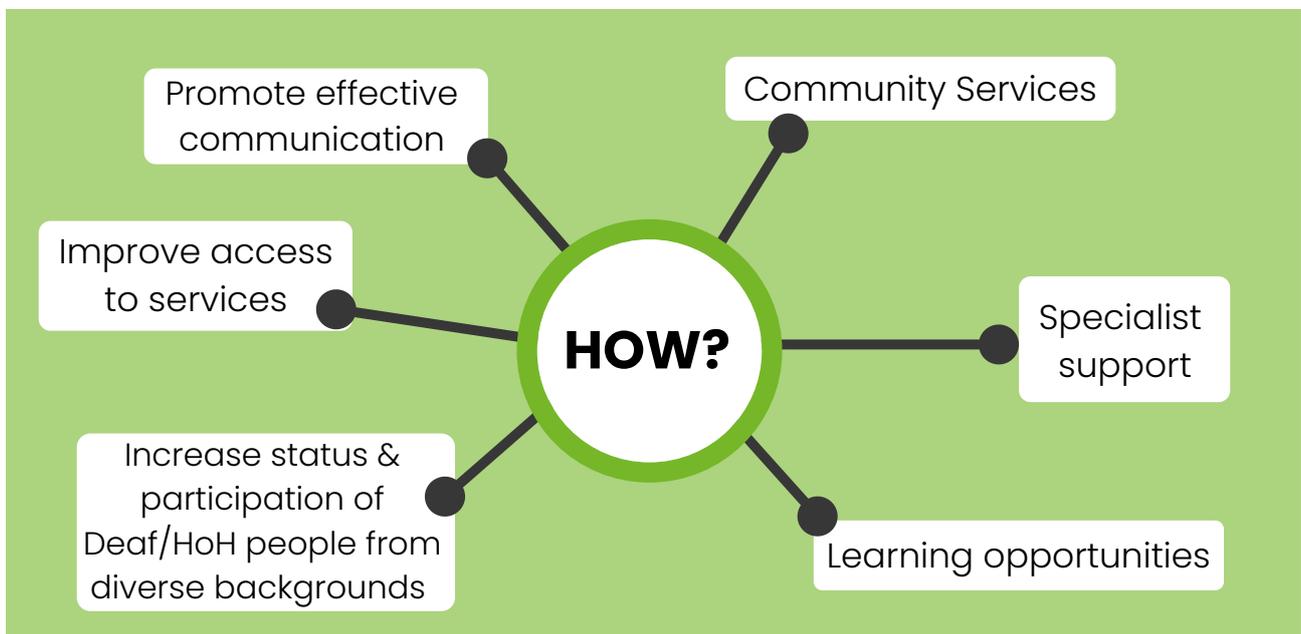
# AD Hubs Operations Manager Application Pack



## Welcome from Action Deafness

### Our Purpose

Here at Action Deafness we improve the quality of lives of Deaf, Deafened, Deafblind and Hard of Hearing people by increasing independence and equality of opportunity.



### Exciting Future Prospects

We are already half-way through our Five Year Plan, 2018-2023, and we have ambitions and aspirations for the following five years, particularly in relation to health & social care for our flagship services:



## About Us



Our services enable Deaf & Hard of Hearing people to exercise their right to be full and participant members of civic society, empowering them to access education, employment, health services, criminal justice, social welfare, leisure and more.

» The charity began its life in **1897** as Leicester & County Mission for Deaf People. » We transformed and rebranded in **2006** as Action Deafness.

» Over the last decade and a half, we have grown to become one of the **leading Deaf-led** charitable organisations.

» Authentic and proven, we have also played a significant role in **joint ventures and partnerships** with local and regional Deaf charities. »

Including mergers with Deaf Direct, Oxford Deaf & Hard of Hearing Centre and Walsall Deaf Community Services amongst others.

» Evolving and vibrant, Action Deafness is also CQC registered as a **domiciliary care provider** »

We supply specialist face-to-face (F2F), Video Relay Service (VRS), British Sign Language (BSL) **interpreting services** and we are a Charity accredited with ISO9001, ISO27001, ISO18841 and Cyber Essentials. »

Through the platform of the NEPO agreement framework and also the recently awarded NHS SBS Framework, Action Deafness is looking to continue this provision, enabling statutory providers and other such stakeholders to ensure their services are both accessible to, and inclusive of, Deaf and Hard of Hearing people.



## Overview

**We are Deaf-led**

➤➤ In our team:

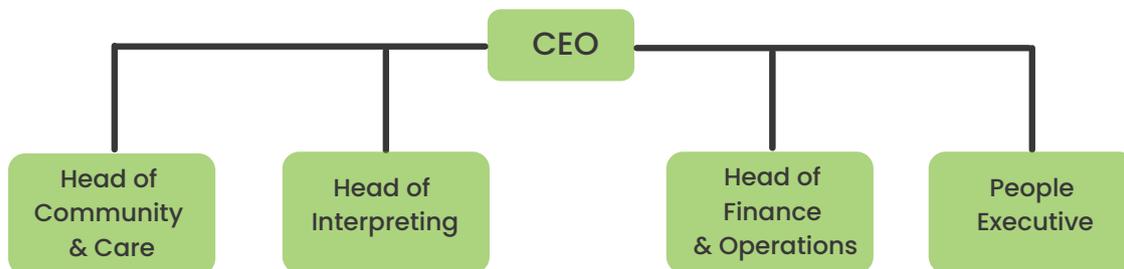


**80%** Governance

**50%** Management

**80%** Front-line Employees

➤➤ **are Deaf**



 <p><b>Communications Interpreting</b></p> <p>NRCPD-registered BSL face-to-face /video relay, lip-speaking &amp; remote captioning interpreting service</p>	 <p><b>Community &amp; Care</b></p> <p>CQC-registered personal care, assistance and I:I support services</p>
 <p><b>Joint Ventures /Partnerships</b></p> <p>Business innovation and agreement framework partnerships</p>	 <p><b>Services &amp; Projects</b></p> <p>Sensory Services, AD Hubs, Kickstart Scheme, Equipment Referral and Information &amp; Advice Support</p>

AD's registered office is based in Leicester and the operations centre is Loughborough; due to digitalisation we have employees and services covering the East Midlands, Walsall, Worcestershire, Herefordshire, Oxfordshire & Brighton/Sussex.



## Job Description

REPORTS TO:	Director of Finance & Operations
LOCATION	Home based with regular travel to Worcester, Hereford, Walsall and Oxford
DIRECT REPORTS:	Equipment & Information Officers

### KEY RELATIONSHIPS

To maintain excellent relationships with:

- Clients / service users, Contractors, Social Services, Providers, Partners and Local Authorities.
- Director of Finance & Operations.
- Management Team.
- All related departments within AD.

### SCOPE

The AD Hubs Operations Manager will implement and coordinate procedures to ensure the smooth running of the AD hubs in all AD locations. The role also has operational responsibility for the Worcestershire Information & Advice contract, the Hereford SIS contract and Telephone & Translation Service with Oxfordshire County Council.

Services are to be developed in these geographical areas and therefore there may be new contracts acquired in the future that will fall under the remit of this role.

### RESPONSIBILITIES AND DUTIES

The AD Hubs Operations Manager will have responsibility for the following key areas:

#### **AD Hubs – Worcester, Hereford, Walsall & Oxford**

- Have overall responsibility for the smooth running and management of the AD Hubs.
- Ensure that all Health & Safety requirements are met and continually reviewed.
- Make suggestions for improvements and consider consistency and synergies.
- Observe and report any potential problems and concerns relating to the welfare or wellbeing of service users, including safeguarding concerns, as part of our charitable responsibilities.



## Job Description

### Hereford Contract

- Have operational responsibility for the contract in place.
- Liaise with the Head of Business Development & Innovation as and when necessary, ensuring information is shared, as the overall management of the contract and the terms & conditions will be their responsibility.
- Send required data to the Head of Business Development & Innovation in line with agreed deadlines to ensure that they are able to meet the reporting requirements of the contract.
- Manage the team based in Hereford to ensure that all contract requirements are being met.

### Worcestershire Contract

- Have operational responsibility for the contract covering Information & Advice services within Worcestershire.
- Ensure all reporting requirements in conjunction with the contract are met through liaising with the Head of Business Development & Innovation.
- Manage the relationship with the contract provider and stakeholders for future partnership initiatives, in conjunction with the Head of Business Development & Innovation.

### Equipment

- Have overall responsibility for the smooth running of equipment sales.
- Consider the expansion of the Equipment business across other geographical areas.

### Promotional activity

- Have overall responsibility for promoting and marketing Hubs projects & meetings via social media.
- Liaise with the Fundraising & Marketing Manager regarding case studies and promoting of fundraising activities within the AD Hubs.

### People Management

- Line manage staff conducting staff reviews and appraisals.
- Identify staff training needs and ensure training provided in accordance with roles and the needs of the service.
- Support delivery of induction and training for new members of the team.
- Create or adapt relevant organisational and departmental policies and procedures and communicate standards / expectations to staff.



## Job Description

### General

- Operate, at all times, in accordance with organisational policies and procedures.
- Provide a flexible working pattern, to ensure smooth running of services including work outside of core hours, weekends and public holidays.
- Undertake any other duties as appropriate and as reasonably required, to meet changing needs of the service and attend AD Quarterly Management Team meetings.
- Ensure service user needs and business operating plan (KPI Pillars) objectives are met.
- Participate in annual appraisal, including responsibility for maintaining record of own personal and/or professional development.
- Undertake personal training and development as required under relevant legislation, regulatory bodies, and/or by Chief Executive and/or Executive Leadership Team.
- Ensure all Health and Safety procedures and Fire Procedures are in place, checked and recorded including updating practices and procedures as and when required and necessary

This Job Description is not exhaustive. The post holder may be required by senior staff to undertake other duties, as and when necessary, that he/she is suitably able.

### REQUIRED SKILLS

- Minimum two years supervisory experience in the corporate, statutory and voluntary sector.
- Ability to work as part of a team
- Able to provide direction.
- Self-confidence with the ability to manage challenging situations.
- Ability to address and respond to employee issues in a fair and consistent manner, including informal and formal performance management.
- Excellent interpersonal, verbal and written communication skills.
- Strong organisational, time management and planning skills, with a commitment to self-management and continuous personal development.
- IT literate, including the use of MS Word, Excel and Outlook.
- Flexible, professional and positive approach to multi-site working and in meetings/events.
- Proven reliability in terms of full attendance and timekeeping.



## Job Description

### REQUIRED COMPETENCIES

#### Core Competencies

##### Self-Awareness & Management

**Definition:**

Self-awareness is an understanding of your own emotions and how they impact on your own behaviour and/or the behaviour of others. It is also about understanding your own strengths and limitations.

##### Leadership & Management

**Definition:**

Leading, encouraging, inspiring and supporting others to develop confidence and capability to help them realise their full potential. Managing resources and holding others accountable.

##### Relationship Building & Team Working

**Definition:**

Building bonds with others to work collaboratively across organisational boundaries and using these to persuade or gain support to achieve positive outcomes and goals for Action Deafness.

##### Innovation & Flexibility

**Definition:**

The ability to formulate new ideas or to adapt or use existing ideas in a new or unexpected way to solve problems, and to think ahead to spot or create opportunities and maximise them.

#### Outcomes

- Understand the need to be strong and positive in the face of adversity but also recognise areas of one's own weaknesses and when to seek guidance and support.
  - Seek feedback and consider it carefully.
  - Look for appropriate opportunities to improve areas of weakness.
  - Manage emotions so as to minimise negative impact on others.
  - Consider approach at meetings to suit needs of others, rather than own preferences.
  - Demonstrate critical reflections of own practice and behaviour by regularly seeking feedback from peers and managers.
  - Highly self-motivated and able to work under own initiative and direction, as well as under guidance, to achieve stated objectives within the necessary timescales.
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- Communicate and gain stakeholder commitment to AD's vision in accordance with the corporate strategy.
  - Demonstrate positive leadership traits and able to inspire and influence stakeholders.
  - Demonstrate personal integrity whilst dealing with colleagues and stakeholders.
  - Able to actively listen and influence others.
  - Continuously seek and/or encourage others to seek opportunities for different and innovative approaches to addressing organisational problems and opportunities.
  - Ensures Health and Safety guidelines are adhered to, to mitigate risk.
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- Demonstrate collaborative team working through integrity and behaviours.
  - Demonstrate positive and constructive collaboration between colleagues to contribute towards a positive team-working environment.
  - Identify relationships that are not strong, meet the individual(s) concerned to establish why and initiate actions to build and enhance the relationship(s).
  - Challenge others with respect and courtesy.
  - Create new opportunities for individuals to work together, break down barriers that may get in the way of effective team working. Challenge others to do the same.
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- Is innovative, proactive and solution-minded.
  - Is prepared to consider changes to own practices.
  - Responds to new ideas by discussing why they might work instead of telling others why they won't work.
  - Is willing to investigate options in depth, even when they are the ideas of others.
  - Works in a flexible and agile manner.



## Job Description

### ADDITIONAL INFORMATION

- The role holder must maintain the appropriate standard of confidentiality and comply with Action Deafness's Rules, Policies and Procedures.
- Personal circumstances must allow the candidate to work extended hours on occasions during times of peak activity including evenings and weekends.
- This Job Description may be subject to change at the discretion of Action Deafness and in accordance with business developments. AD will communicate and consult regarding any changes to the Job Description.

### REQUIRED QUALIFICATIONS

- The post holder must hold an acceptable Enhanced DBS disclosure for the duration of the employment.

## To Apply

### HOW TO APPLY

We hope that the information provided has enabled you to make an informed decision about your application. Before you apply, please ensure you have read the Job Description in detail.

Applications should comprise a CV, including details of two referees.

Our diversity monitoring form (available on request) should also be completed and returned.

We positively welcome applications from deaf people and disabled people.

All applications should be emailed to: [charlottejefferies@actiondeafness.org.uk](mailto:charlottejefferies@actiondeafness.org.uk)

The closing date for applications is Monday 24th January 2022.

### CONTACT

If you would like to arrange an informal discussion about the role / process, please contact Charlotte Jefferies, People Executive (HR) at [charlottejefferies@actiondeafness.org.uk](mailto:charlottejefferies@actiondeafness.org.uk)