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Help us shape the future of the Elfrida Society

**Senior Operations Manager Recruitment Pack**

Pack



# 

# **Welcome**

Thank you for your interest in the Elfrida Society. We are excited to be recruiting for this new position as Senior Operations Manager to help us build on the great work the charity is doing and to help us achieve more.

Since the start of my position as Chief Executive Officer in Sep 2019, under the leadership of our current chair and board of trustees, we have led a process that has transformed the charity into the focused and sustainable organisation we are today. There is no doubt that COVID-19 will change the charity sector landscape and mean there is a new norm – we are ready for the challenge, we have the liquidity to survive and we have the plans to bounce out the other side.

We are not complacent; we know we are a work in progress and most importantly we have the Trustees and staff team who are eager to improve outputs and are ready for the challenge.

We need the support of a Senior Operations Manager to help up to develop our estate and services to ensure that we continue to deliver our vital work for people with learning disabilities across Islington and beyond.

The ideal candidate will possess excellent communication skills, have a management background, be passionate, creative, and committed to our work to ensure that people with learning disabilities have the same chances and opportunities to succeed in life and that their voice and rights are represented.

Good Luck, we look forward to hearing from you!

Dolly Galvis

Chief Executive Officer

28th Sep 2020

# **About us**

The Elfrida Society (Elfrida) started its work with people with learning disabilities 100 years ago. Initially known as Elfrida Rathbone Islington, Elfrida continues to build on its work with people with learning disabilities, in Islington and surrounding boroughs, to this date. Throughout our long history Elfrida has always been proud of its cherished community base and strong record of campaigning for inclusivity, against injustice, to ensure that people with learning disabilities have the same chances and opportunities to succeed in life, and that their voice and rights are represented.

We are particularly proud to be an accessible and accountable employer of people with learning disabilities. Currently our organisation is supported by a strong team of 22 staff, including 12 employees with learning disabilities and a dedicated team of volunteers.

**Vision**

Our vision is for a better world, social justice and equality of opportunity for people with learning disabilities.

**Mission**

Our mission is to support and work with people who have learning disabilities. Our aim is to provide services and support that help people with learning disabilities build connections, have happy and independent lives, and have fun.

**Values**

Our values of trust, care, choice and opportunity reflect our history and have been developed in consultation with our service users, staff and volunteers.

These values are embedded into our mission, vision and overall aim and objectives of the organisation and all our projects.

All our work is underpinned by the following values:

* **Equality:** We value diversity and strive to give equality of opportunity. We believe the organisation and society is enriched by its diversity.
* **Respect:** We respect the experience of our staff, volunteers and supported employees, which include people with learning disabilities. We believe in their potential and will help to realise their ambitions.
* **Creativity:** We encourage innovation in the solutions we adopt.
* **Cooperative:** We value partnerships based on honesty and trust. We believe that people working together can achieve positive and lasting change.
* **Co-Production:** We value the input of our service users and volunteers in all the work we do.
* **Challenge:** We will advocate on behalf of our service users with local and national institutions in order to achieve our vision and mission.

# **About the role**

The Elfrida Society (Elfrida) is looking to appoint a highly motivated individual to co-lead the development of our well-established and highly respected learning disabilities charity situated in Islington.

The ideal candidate will possess excellent communication skills, have a management background, be passionate, creative, and committed to the work of the charity.

Elfrida is about to embark on a refurbishment of its offices and service development project. This now presents a unique and exciting opportunity for the successful candidate to work with the Chief Executive Officer and the Senior Management Team to help develop the role of the charity to meet the challenges ahead and support the development of services for people with learning disabilities and learning difficulties.

The role is about being a visible part of the day to day running of the charity, getting involved and supporting the staff and volunteers and making a difference.

**Role Description**

Responsibilities

1. In close collaboration with the CEO to lead the development of the charity’s estates and services with innovation, motivation and inspiration
2. Positively co-lead and manage fundraising and social media opportunities raising the profile of the charity within the community
3. Lead on the quality and performance monitoring of services, driving forward service improvements and seeking out new business opportunities
4. Work with the CEO and the Senior Management Team to develop and deliver the operating strategy and business objectives.
5. Maintain and grow existing and new donor and volunteer relationships providing excellent supporter care across a range of fundraising streams
6. Work closely with all stakeholders to develop and deliver excellence in all aspects of the work of the charity
7. Support the management of the estate of the charity, including our office buildings, and rental properties.
8. Promote and enhance the values and reputation of the charity within the community
9. Support the management and development of the team of staff and volunteers.
10. Effectively liaise with stakeholders in all aspects of the work of the charity.
11. To safeguard the good name, ethos and values of the organisation.
12. Establish and build a strong, effective and a constructive working relationship with the CEO, SMT and the staff team.

**Person Specification**

Essential

1. Proven ability to create, develop and implement successful service development strategies and plans.
2. Experience generating funds from a range of supporters, including community groups, charitable trusts, individuals, local companies, corporate sponsorship, and the statutory sector.
3. Proven ability to develop excellent relationships with funders and experience of networking with funders and stakeholders at a senior level.
4. Financial management expertise.
5. Excellent communication skills across all levels, both written and verbal, including presentation skills.
6. Ability to work with and communicate effectively with people with learning disabilities using a variety of methods and promoting the rights of people with LDs.
7. Ability to carry out prospect research and present relevant findings in a clear manner.
8. Good strategic, financial, and business planning skills.
9. Experience of managing people and resources.
10. Ability to work sensitively and constructively with the CEO and SMT members on fundraising and service development initiatives.
11. Ability to work on own initiative, remotely or from the office.
12. Ability to develop effective working relationships with colleagues across the organisation and partner organisations.
13. Knowledge of IT and Digital Service Provision.
14. Knowledge of and ability to comply with safeguarding procedures.
15. Commitment to Elfrida’s purpose and values including equality and social inclusion.

Desirable

1. Experience of applying digital marketing techniques and channels in a fundraising environment
2. Experience in organising successful fundraising events.
3. Experience of developing service specifications, SLAs and negotiating tenders
4. Experience of leadership and/or service delivery within the learning disabilities sector

Disclosure

The appointment is subject to an enhanced DBS check and suitable references.

**TERMS & CONDITIONS OF EMPLOYMENT**

**Contract term:** One-year contract with the possibility of extending if funding is secured

**Salary:** Salary for the post - £34-36,000 (pro rata), including London Weighting - depending on experience.

**Pension:** All eligible employees are automatically enrolled into our scheme. Contributions are in line with the government’s minimum standard (currently 5% employees and 3% employers).

**Hours:** 21 hours per week. Normal working days are Monday to Friday – Normal office hours 9:30 - 17:30 with up to one-hour unpaid lunch break. The nature of the role is such that some flexibility is allowed. Additional hours may be required from time to time, including some evening or weekend work. Time off in Lieu will be granted for extra hours worked outside the contractual hours and in the evenings or weekends. Overtime payments are not normally made.

**Annual leave:** 30 days per annum pro-rata + 8 public holidays

**Based at:** The post holder will be primarily based at 34 Islington Park Street. The post holder will be required to travel and work from other locations in London and to work from home.

All other terms and conditions are as listed in the Contract of Employment.

**How to Apply**

To apply for the Senior Operations Manager position please complete the attached application form.

Please ensure that your application fully addresses the requirements for the role.

Please let us know if you will require any special provision as a result of any disability should you be called for interview.

Finally, please ensure that you have included your telephone numbers, as well as any dates when you will not be available or might have difficulty with the indicative timetable.

Recruitment timetable

Deadline for applications: Sunday 1st Nov 2020

Interviews: w/c 9th Nov 2020

**How to apply**

Sent your application form to [elfrida@elfrida.com](mailto:elfrida@elfrida.com)

If you wish to arrange an informal discussion about the opportunity, please email Dolly Galvis on [dolly.galvis@elfrida.com](mailto:dolly.galvis@elfrida.com)



**APPLICATION FORM**

**Thank you for your interest in joining the Elfrida Society**

Please ensure you complete the application form in full as we cannot accept CVs. Please complete with black ink and block capitals. This form will be kept in confidence.

Please note that no applicant will be unfairly discriminated against. This includes discrimination on account of age, cultural/religious/political belief, disability, ethnicity, gender, race, relationship status, sexual orientation, and/or Trade Union membership or stewardship.

**Please send your completed application form along with the Equality and Diversity Monitoring Form to** [**elfrida@elfrida.com**](mailto:elfrida@elfrida.com) **or post your application to the attention of Dolly Galvis at The Elfrida Society, 34 Islington Park Street, London N1 1PX.**

If you have any special requirements to support you to complete this form (e.g. the need for large print or additional time) please contact the Recruitment Manager Dolly Galvis on [dolly.galvis@elfrida.com](mailto:dolly.galvis@elfrida.com)

The deadline for submitting your application is: Sunday 1st Nov 2020

You will find further information in the recruitment pack.

**Disclosure and Barring Service -** This post will be subject to an Enhanced DBS check

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| --- | --- |
| **Position** | |
| Position applied for: |  |
| Preferred employment type (e.g. part time, full time): |  |
| **Personal Details** | |
| Surname: | First name(s): |
| Current Address: | Postcode: |
| Telephone number (home): | Telephone number (mobile): |
| Email address: | |
| Own Transport  **YES/NO** | How long has your license been held? |
| Details: | |
| Are you a United Kingdom (UK), European Community (EC) or European Economic Area (EEA) National (please circle)?  **YES / NO**  If no, please detail current immigration status and the relevant visa currently held (including Visa number): | National Insurance Number: |
| Are you are related to a member of staff or Service User at The Elfrida Society, please circle only:  **YES / NO** |
| **Equality Act 2010** | |
| Under the Equality Act 2010 the definition of disability is if you have a physical or mental impairment that has a 'substantial' and 'long-term' adverse effect on your ability to carry out normal day to day activities. Further information regarding the definition of disability can be found at: [www.gov.uk/definition-of-disability-under-equality-act-2010](http://www.gov.uk/definition-of-disability-under-equality-act-2010)  Reasonable adjustments will be made available should you be invited to interview. According to the definition of disability do you consider yourself to have a disability?  **YES / NO / Prefer not to discuss** | |

**Education**

|  |  |
| --- | --- |
| **School/College/ University** | **Examinations Passed, Qualifications Gained and year obtained**  (All qualifications will be subject to a satisfactory check). |
|  |  |

**Training Courses Attended or Completing**

|  |  |  |
| --- | --- | --- |
| **Subject**  (evidence of attending courses is required) | **Location/Details** | **Date** |
|  |  |  |

**Employment History**

Please record below the details of your full employment history beginning with your current or most recent first. Use a separate attached sheet if required; please sign the sheet(s).

|  |  |
| --- | --- |
| **Name and address of your most recent/last employer:** |  |
| Start date and end date: |  |
| Nature of business: |  |
| Position held and reason for leaving: |  |
| Salary / Rate: |  |
|  |  |
| **Name and address of employer prior to the employer listed above:** |  |
| Start date and end date: |  |
| Nature of business: |  |
| Position held and reason for leaving: |  |
| Salary / Rate: |  |
|  |  |
| **Name and address of employer prior to the employer listed above:** |  |
| Start date and end date: |  |
| Nature of business: |  |
| Position held and reason for leaving: |  |
| Salary / Rate: |  |

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| --- | --- |
|  |  |
| **Name and address of employer prior to the employer listed above:** |  |
| Start date and end date: |  |
| Nature of business: |  |
| Position held and reason for leaving: |  |
| Salary / Rate: |  |
| Please detail here any gaps in employment and state why: | |

**Supporting Statement**

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| Please add here your reasons for applying. You should refer to the job description and person specification to guide you. It would also be of value to describe particular strengths and talents that set you apart from others as well as including skills gained from work, home and other activities (maximum 800 words) |

**Referees**

You must provide references from your two most recent employers. Please provide a character reference if you are unable to obtain two professional references, e.g. in the case of an applicant who has been raising children for ten years. All will be contacted, therefore please inform the referees of the fact that you have used their name. If you are unable to provide the required references, please discuss the matter with us.

|  |
| --- |
| **Current or Most Recent Employer** |
| **Name:** |
| **Address:** |
| **Postcode:** |
| **Tel No:** |
| **Job title:** |
|  |
| **Second Reference** |
| **Name:** |
| **Address:** |
| **Postcode:** |
| **Tel No:** |
| **Job title:** |
| **In what capacity are you known to this referee?** |

**Safeguarding**

Ex-Offenders Declaration

Please note this section will only be seen by those involved in the recruitment process and will be treated with the strictest of confidence.

Rehabilitation of Offenders Act 1974

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| --- |
| The Elfrida Society aims to promote equality of opportunity and is committed to treating all applicants fairly regardless of ethnicity, disability, age, gender or gender re-assignment, religion or belief, sexual orientation, pregnancy or maternity and marriage or civil partnership. The Elfrida Society undertakes not to discriminate unfairly against applicants on the basis of a criminal conviction or other information declared.  Answering 'yes' to the question below will not necessarily prevent your employment. This will depend on the relevance of the information you provide in respect of the nature of the position and the particular circumstances. |
| Are you currently bound over or do you have any current UNSPENT convictions that have been issued by a Court or Court-Martial in the United Kingdom or in any other country?  **YES NO** |
| Do you have any current UNSPENT police cautions, reprimands or final warnings in the United Kingdom or in any other country?  **YES NO** |

**Privacy**

|  |
| --- |
| The Elfrida Society will only collect data for specified, explicit and legitimate use in relation to the recruitment process. By signing this application form you consent to The Elfrida Society holding the information contained within this application form. If successfully shortlisted, data will also include shortlisting scoring and interview records. We would like to keep this data until the vacancy is filled. (We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you)*.* When that period is over, we will either delete your data or inform you that we would like to keep it in our database for future roles. We have privacy policies that you can request for further information.  Please be assured your data will be securely stored by the Recruitment Manager and only used for the purposes of recruiting for this vacant post. You have a right for your data to be forgotten, to rectify or access data, to restrict processing, to withdraw consent and to be kept informed about the processing of your data. If you would like to discuss this further or withdraw your consent at any time, please contact the Recruitment Manager or Data Protection Officer on 020 7354 6343. |

**Declaration**

|  |  |
| --- | --- |
| The information in this application form is true and complete. I agree that any deliberate omission, falsification or misrepresentation in the application form will be grounds for rejecting this application or subsequent dismissal if employed by The Elfrida Society. Where applicable, I consent that The Elfrida Society can seek clarification regarding professional registration details. | |
| Name: | Date: |
| Signature | |

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**Equality and Diversity Monitoring Form**

Elfrida Society wants to meet the aims and commitments set out in its equality policy. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

The organisation needs your help and co-operation to enable it to do this but filling in this form is voluntary.

The information you provide will stay confidential and be stored securely and limited to only relevant staff in the organisation’s Human Resources section.

**Thank you in advance for your time with this.**

**Gender**

Man Woman Non-binary Prefer not to say

If you prefer to use an alternative, please specify here:

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Are you married or in a civil partnership?**

Yes No Prefer not to say

**Age**

16-24 25-29 30-34 35-39 40-44 45-49

50-54 55-59 60-64 65+ Prefer not to say

**What is your ethnicity?**

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

**White**

English Welsh Scottish Northern Irish Irish

British Gypsy or Irish Traveller Prefer not to say

Any other white background, please write in:

**Mixed/multiple ethnic groups**

White and Black Caribbean White and Black African

White and Asian Prefer not to say

Any other mixed background, please write in:

**Asian/Asian British**

Indian Pakistani Bangladeshi Chinese Prefer not to say

Any other Asian background, please write in:

**Black/ African/ Caribbean/ Black British**

African Caribbean Prefer not to say

Any other Black/African/Caribbean background, please write in:

**Another ethnic group**

Arab Prefer not to say

Any other ethnic group, please write in:

**Do you consider yourself to have a disability or health condition?**

Yes No Prefer not to say

What is the effect or impact of your disability or health condition on your ability to give your best at work? Please write in here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\*The information in this form is for monitoring purposes only. If you believe you need a ‘reasonable adjustment’, then please discuss this with your manager, or the manager running the recruitment process if you are a job applicant.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**What is your sexual orientation?**

Heterosexual Gay woman/lesbian Gay man Bisexual

Prefer not to say

If you prefer to use your own term, please specify here:

**What is your religion or belief?**

No religion or belief Buddhist Christian Hindu Jewish

Muslim Sikh Prefer not to say

If other religion or belief, please write in:

**What is your current working pattern?**

Full-time Part-time Prefer not to say

What is your flexible working arrangement?

None Flexi-time staggered hours Term-time hours

Annualised hours Job-share Flexible shifts Compressed hours

Homeworking Prefer not to say

If other, please write in:

**Do you have caring responsibilities? If yes, please tick all that apply**

None

Primary carer of a child/children (under 18)

Primary carer of disabled child/children

Primary carer of disabled adult (18 and over)

Primary carer of older person

Secondary carer (another person carries out the main caring role)

Prefer not to say

**Thank you for completing this form. Please read the information on the first page again as a reminder of what to do with this completed form.**

**Thank you**