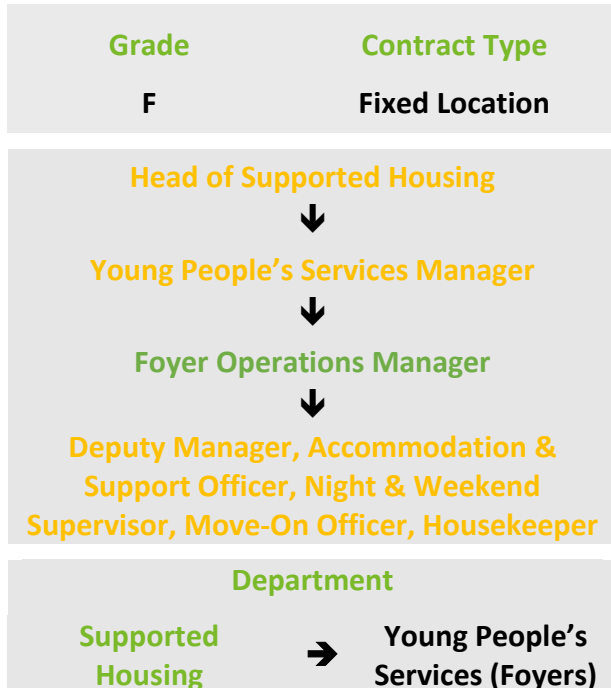


Operations Manager – Young People's Services



Role Overview

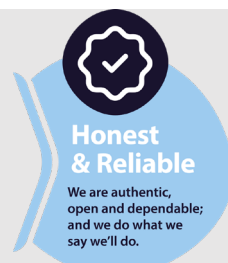
Responsible for developing and managing the service to ensure high-quality housing, support, and personal development opportunities to our younger customers. You must ensure the service complies with the commissioned contract requirements and the Foyer Federation accreditation standards.

Subject to Enhanced Disclosure & Barring service (DBS) Check

RESPONSIBILITIES

- Line management and recruitment of a multi-disciplinary team offering 24-hour staffing of a residential scheme and outreach service.
- Oversee the effective and asset-based delivery of the Foyer service to young people aged 16-25 to ensure they are safe, secure and are given relevant person-centred learning & support opportunities to develop their skills, knowledge, and behaviours.
- Managing budgets, ensuring the staff team abide by Financial Standing Orders and Cash Handling procedures.
- Developing and maintaining positive relationships with key partner agencies, local authorities, commissioners, and funders to ensure the future of the service. This will include attending multi service meetings, delivery of presentations to internal/external groups and optimising opportunities to raise a positive reputation within the community.
- Responsibility for implementing the landlord and support function within the scheme in accordance with policy and procedure and Your Housing Group standards, including premises management and all aspects of Health and Safety.
- Monitoring the performance of the service and ensuring KPI's and outcomes are recorded and reported in a timely manner.
- Responsibility for ensuring the scheme is covered 24 hours a day and do paid on call cover as part of the YHG on-call rota system.

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Responsible for ensuring that any instances of anti-social behaviour are dealt with efficiently and effectively and that steps are taken to combat and prevent anti-social behaviour within the local community
- Lead on bids for external grant funding to facilitate the delivery of additional projects within the scheme, e.g., the learning programme.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Strong organisational and communication skills
- ✓ Ability to deal with emergency situations calmly and sensitively
- ✓ Managing, leading, and developing a multi-disciplinary team
- ✓ Adapts to different people and personalities, able to liaise with and develop good relationships with colleagues and stakeholders
- ✓ Pro-active and self-motivated with ability to adapt to a rapidly changing environment
- ✓ Works in a solution-focused way

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of policies & procedures when working with young people
- ✓ Experience of meeting quality assurance framework standards
- ✓ Subject to Enhanced Disclosure & Barring (DBS) Check incl Child Barred List
- ✓ Experience of managing a multi-disciplinary team
- ✓ Flexibility in working hours that may mean evening and/or weekend work.
- ✓ Willingness to work towards level 4 CIH Housing qualification or relevant professional qualification in line with industry regulations

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Knowledge of Foyers and/or Supported Housing
- ✓ Is knowledgeable about a range of interventions and approaches
- ✓ Experience of safeguarding and promoting welfare of young people and vulnerable adults
- ✓ Proven ability to work, engage and relate well with young people aged 16-25 is desirable
- ✓ Additional relevant qualifications or experience