

Head of Operations & Deputy CEO

Reports to: Chief Executive Officer **Hours:** 28-30 hours per week

Salary: SCP 27 – 32 £38,220 – £42,839 Full time equivalent (pay award pending)

Location: Based at Head Office at Greenway Centre, Southmead, Bristol

Job Purpose

The Head of Operations & Deputy CEO is a senior leadership role within Home-Start.

The postholder will provide operational leadership and oversight across Home-Start's services, ensuring families receive high-quality support and that services are delivered safely, effectively and in line with Home-Start standards.

With direct responsibility for services in South Gloucestershire and North Somerset, and working closely with Senior Coordinators responsible for Bristol and Dad Matters services, the postholder will ensure consistency of practice, service quality, safeguarding, performance monitoring and operational delivery across the organisation.

Alongside responsibility for these services, the postholder will provide organisation-wide leadership for referral and triage systems, safeguarding practice, operational processes, quality assurance and continuous improvement.

The postholder will deputise for the CEO when required and contribute to the ongoing development, sustainability and strategic direction of the organisation.

Key Responsibilities

1. Leadership of South Gloucestershire & North Somerset Services

- Lead and manage Home-Start services across South Gloucestershire and North Somerset and other areas of service delivery, on occasions and as required
- As a Designated Safeguarding Lead, ensure compliance with safeguarding legislation and practice including working in line with multi agency protocols.
- Ensure Home-Start standards, and contractual obligations are met.
- Provide effective leadership, supervision and support to staff and volunteers.
- Ensure families receive safe, responsive and high-quality support.
- Monitor referrals, caseloads, service capacity and waiting lists.
- Maintain effective partnerships with local agencies and stakeholders.
- Identify opportunities to improve and develop services in response to local needs.

2. Organisation-Wide Operational Leadership

Referral and Triage

- Lead and oversee referral and triage systems across all Home-Start services.
- Monitor referral flows, service capacity and waiting times across Bristol, South Gloucestershire, North Somerset and Dad Matters.
- Ensure referrals are responded to within agreed timescales and that families receive appropriate support.
- Work with Senior Coordinators to ensure consistent approaches to triage, assessment and allocation.

- Identify and address barriers, delays or gaps in referral pathways.
- Use referral and service data to support planning and effective use of resources.
- Ensure compliance with organisational policies, procedures and quality standards

3. Systems, Quality and Performance

- Lead the development and improvement of operational systems, processes and procedures.
- Promote consistent practice and high standards across all services.
- Monitor service performance and provide information to support organisational decision-making.
- Support the development and review of policies, procedures and quality standards.

4. Leadership and Organisational Development

- Promote a strong safeguarding culture across the organisation and with partners.
- Maintain a good understanding of current safeguarding legislation and best practice.
- Line-manage designated staff and support their development and wellbeing.
- Promote a positive, inclusive and collaborative organisational culture.
- Work closely with Senior Coordinators to share learning, address challenges and support continuous improvement.
- Contribute to organisational planning, service development and change initiatives.
- Support the development of effective communication and collaboration across teams.

5. Deputy CEO Responsibilities

- Deputise for the CEO during periods of absence and as required.
- Ensure safeguarding concerns are managed appropriately, both strategically and operationally, in line with policy and legislation.
- Contribute to organisational leadership, planning and decision-making.
- Attend Board meetings and trustee sub-groups when appropriate.
- Prepare reports and presentations for trustees, funders and other stakeholders.
- Support organisational risk management and business continuity planning.
- Represent Home-Start externally and act as an ambassador for the organisation.

6. Partnerships, Sustainability and Funding

- Build and maintain positive relationships with commissioner, partner organisations and funders
- Support the delivery and monitoring of funded projects and contracts.
- Contribute operational information, service data and impact evidence for funding applications and reports.
- Work with the CEO and trustees to identify opportunities that support the sustainability and development of services.

7. Other Duties - The responsibilities outlined in this job description are not intended to be exhaustive. The postholder may be required to undertake other duties that are consistent with the role and commensurate with its level of responsibility.

Person Specification

Essential Experience

- Significant experience of working within family support services.
- Experience of managing services within the voluntary, community, health, social care or family support sectors.
- Experience of leading, supervising and supporting staff and/or volunteers.
- Experience of managing referrals, service delivery, caseloads or operational processes.
- Experience of developing or improving systems, processes or ways of working.
- Experience of partnership working with a range of agencies and stakeholders.

Essential Knowledge and Understanding

- Strong understanding of the challenges and needs facing families.
- Good understanding of safeguarding legislation and best practice including risk management.
- Understanding of the importance of early intervention and family-centred support.
- Awareness of the statutory and voluntary sector landscape affecting families.
- Evidence of ongoing professional development relevant to the role.

Essential Skills and Attributes

- Strong organisational and planning skills.
- Ability to prioritise and manage competing demands.
- Ability to analyse information and use data to inform decision-making.
- Strong communication, leadership and interpersonal skills.
- Ability to build positive and effective working relationships.
- Commitment to equality, diversity and inclusion.
- Commitment to Home-Start's values and mission.

Desirable

- Experience of working with families with children under five.
- Experience of managing grant-funded or commissioned services.
- Experience of contributing to funding applications, contract monitoring or reporting.
- Understanding of charity governance and the role of trustees.
- Experience of preparing reports for trustees, funders or senior leaders.
- A relevant professional qualification in management, leadership, social care, family support, community development or a related field.
- A management or leadership qualification.