Sands

Application Information

**Head of Operations**

About Sands

Sands, the stillbirth and neonatal charity, are a well established and widely respected national charity that:

* Supports anyone affected by the death of a baby.
* Works in partnership with health professionals to ensure that bereaved parents and families receive the best possible care.
* Promotes and funds research and changes in care that could help to reduce the loss of babies’ lives.

Over 30 years ago the devastating impact of the death of a baby on the mother and father was neither widely understood nor acknowledged. For many parents it felt as if their baby had not existed and did not matter. Sands was established in 1978 to change that perception.

Since that time Sands has supported many thousands of families whose babies have died, offering emotional support, comfort and practical help. Working in partnership with health professionals and service providers, Sands has played a lead role in transforming the culture and practice of perinatal bereavement care in the UK.

Whilst the way in which parents and families are cared for and supported has substantially changed, the tragic reality is that large numbers of families continue to be devastated by the death of a baby. In the UK, in spite of medical advances, 17 babies are stillborn or die within the first 28 days of life every day.

Bereavement support for parents who have lost a baby and working in collaboration with health professionals, remains at the core of everything that Sands does. Sands also aims to ensure that there are fewer bereaved parents to support.

Find out more about our work: www.uk-sands.org

Sands Benefits

**Pension (non-contributory)**

We consider it important to encourage people to save for their retirement and as such provide staff (after successful completion of a probation period) with a 3% pension contribution paid into an Aegon Personal Pension. Contributions can be invested in a variety of funds according to your investment preference, or alternatively a default fund is available.

**Annual leave**

Staff receive 28 days annual leave plus bank holidays. Staff will be required to take 3 days annual leave during the period between Christmas & New Year.

**Employee Assistance Service**

At times staff members may face and need help with a variety of issues throughout their lives and as part of the commitment to staff members we provide a 24:7 independent and confidential counselling and information telephone service, free of charge. Support is available on a range of issues including legal, financial, emotional, health issues and work related concerns.

**Season ticket loan**

Permanent Head Office based staff are offered the opportunity to take an interest free loan to purchase season tickets for the journey between home and work. Available after a qualifying period.

About the role

We have doubled our workforce and tripled our income over the past 3 years and are in the process of delivering a dynamic and exciting 3 year strategic plan and are looking for an experienced operations department professional to join us in taking the charity forward.

Reporting to the Chief Executive, you will be a key member of the Senior Leadership Group and have major responsibility for helping Sands grow and develop as an organisation.

You will help decide and drive the future direction of support services, develop our volunteer networks and continue to improve our work with health care professionals.

This post will, on occasions, deputise for the Chief Executive. This is a pivotal role within the organisation and as such you will be able to make a real difference within the charity.

Some travel will be necessary, including occasional overnight stay.

To apply:

Please return the completed application form and monitoring form to **recruitment@uk-sands.org** by the closing date below:

**Closing date:**  5pm on Thursday 11th September 2014

**Interview Date:**  Wednesday 17th September 2014

As we have limited staff resources we are unable to provide candidates with feedback about their applications.

Interviews will be held at our Head Office: Sands, 28 Portland Place, London, W1B 1LY

Job Description

**Job Title:** Head of Operations

**Responsible to:**  Chief Executive

**Responsible for:** Support Services, Bereavement Care & Groups

**Location:**  Sands Head Office, 28 Portland Place, London, W1B 1LY

**Contract:** Permanent

Salary: £46,000 per annum plus £3,300 LWA

**Hours:** 35 per week (9.30am to 5.30pm)

**Main purpose of the job:**

1. Line management of the teams responsible for Support, Improving Bereavement Care, Sands UK wide network of volunteer Groups (Operations Team).
2. To support the Chief Executive in coordinating the development and implementation of the Business Plan of the charity and in particular, to ensure Sands has the resources, systems, procedures and standards in place to deliver the objectives of the Business Plan.
3. Contribute to the successful leadership, management and development of Sands as a member of the Senior Leadership Group.
4. With the other members of the Senior Leadership Group deputise for the Chief Executive when necessary.

**Principal tasks and responsibilities:**

**Strategic & Monitoring**

1. To take a lead role with the Chief Executive and Heads of Departments, to develop and implement the Business Plan of the charity in line with the strategy as agreed with the Chief Executive and the Board.
2. Lead in the development, implementation and review of Operations department strategies ensuring they are inline with the overall organisation Business Plan.
3. Contribute to the senior leadership of Sands and to work effectively with trustees in steering the Operations Team agendas.
4. Develop, implement and maintain the Sands Volunteer strategy and associated policies and procedures.
5. Report to the Chief Executive/Board on your Department’s strategies and plans, achievement of targets and objectives, concerns and issues.
6. Work closely with the Chief Executive to enable to Board, with the support of the delegated committee, to fulfil its duties and responsibilities for the proper governance of the charity and to ensure the Board receives timely advice and appropriate information on all relevant matters.
7. To support the Chief Executive in identifying and minimising risks to the charity.

**Management**

* Ensure that all Operations Team staff understand their job descriptions and have development plans in place.
* Lead on quality assurance in Operations ensuring that high quality work is delivered on time and effective systems and structures are created to achieve this.
* Direct and manage the performance of staff in the Operations team to maintain an effective team capable of providing a professional service.
* Support the enhancement of internal communications between the staff, trustees and Sands Groups.
* Develop and implement best practice and policies across all Operation Team delivery areas.
* To employ the relevant Human Resources policies and procedures and ensure that the managers of the teams reporting into the post holder are doing so appropriately.
* Ensure that all Operations Team staff operate within legal regulatory and contractual frameworks and meet the standards set out in the organisations policies and procedures
* Lead on quality assurance in Operations ensuring that high quality work is delivered on time and effective systems and structures are created to achieve this.
* Direct and manage the performance of staff in the Operations team to maintain an effective team capable of providing a professional service.
* The post holder will be responsible for the maintenance and development of the Risk Register for their particular department.
* To line manage the following departments (Operations Team) and their key areas of responsibility:

**Bereavement Support Services**

* Operate the Helpline and Head Office support line services offering a high quality professional service and continue to develop the range of services offered to stakeholders.
* Moderate the Forum and Message Boards.
* Develop range, accessibility and diversity of Sands bereavement support services.

**Improving Bereavement Care**

* Deliver and develop Sands bereavement care skills based training for healthcare professionals.
* Maintain and develop the ‘Sands Guidelines’ for healthcare staff as essential benchmarks for good practice.
* Develop online distance learning packages on perinatal bereavement care for undergraduates and post graduate health care staff.

**Group Development**

* Support and manage the network of voluntary Groups who help to deliver Sands three aims at a local level throughout the UK.
* Provide trained befrienders, linked to Sands Groups, who are able to offer the appropriate support for bereaved parents and their families.
* Develop and disseminate training materials, information and guidance for Sands Groups.

**Financial**

* Develop annual budgets for the departments.
* Regularly review the departments’ financial commitments and actual expenditure, alerting the Head of Finance and Resources to significant variations.

**General**

* Develop and maintain effective relationships with relevant external organisations to promote and develop the Sands’ aims and objectives and attend external meetings as appropriate
* Attend board and sub committee meetings as appropriate
* Undertake other duties commensurate with their role as required by the Chief Executive and Board of Trustees from time to time
* Work flexibly with other members of the team
* Maintain confidentiality over personal information relating to staff and clients
* Abide by all Sands Policies and Procedures
* Undertake all mandatory training as required
* Participate in annual appraisal and personal development review.
* The post holder must familiarise themselves with matters relating to Health & Safety Management, as affecting themselves, their department and the organisation as a whole
* Promote the Sands vision and values at all times

This Job Description is not contractual and is liable to change over time with prior notice given.

Person Specification

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| **Importance** | **Criteria** | **Assessment** |
| Essential | Degree level qualification/ equivalent experience | Application and interview |
| Essential | Experienced leader with a proven background in managing a multidisciplinary team across multiple sites | Application and interview |
| Essential | Experience of developing volunteer strategies, policies and procedures | Application and interview |
| Essential | Strategic thinking and planning | Application and interview |
| Essential | Experience of implementing, monitoring and evaluating quality assurance systems | Application and interview |
| Essential | Substantial experience of developing and managing front line services | Application and interview |
| Essential | Substantial experience of developing, implementing and monitoring budgets | Application, interview and assessment |
| Essential | Ability to grasp complex issues and communicate complex issues simply | Application and interview |
| Essential | Excellent time management skills with the ability to prioritise own workload, deal with conflicting demands and meet tight deadlines | Application and interview |
| Essential | Experience of developing and maintaining effective partnerships internally and externally | Application and interview |
| Essential | Experience of change management and process improvement | Application and interview |
| Essential | Experience of crisis management | Application and interview |
| Essential | Excellent communication (written and oral) skills | Application, interview and assessment |
| Essential | Problem solving and critical analysis skills | Application and interview |
| Essential | Influencing and negotiation skills | Application and interview |
| Essential | Excellent IT skills (Microsoft office, databases) | Application and interview |
| Essential  | Knowledge of the voluntary sector environment and relevant legislation and best practice | Application and interview |
| Essential | Ability to remain calm and demonstrate a professional manner at all times | Application and interview |
| Desirable | Relevant professional qualification or equivalent level of training | Application and interview |
| Desirable | An understanding of maternity, health care policy and practice across the UK | Application and interview |
| Desirable | Empathy with Sands and its aims | Application and interview |