

Head of Operations



Salary: £37,130

Reports to: Chief Executive

Hours of work: 35 hrs pw

Location: 46 Trongate, Glasgow, G1 5ES (inc travel to other locations as required)

An overview

Unity Enterprise believes in fair and inclusive communities where everyone is valued and has opportunities to fulfil their potential. We support this aim by working with individuals and communities, providing a variety of support services to vulnerable people. We also explore and develop initiatives that maximise opportunities for inclusion and equality in our communities.

The Head of Operations will support the aims and objectives of Unity by leading on a creative and ambitious operational strategy for the organisation.

This will include responsibility for all aspects of service delivery, sustainability, contract management, and support to Service Managers, with a focus on quality and meaningful participation.

Key elements of the role

- Supporting the CEO to lead the organisation through times of change in it's development and in the sector and to assist in the development and delivery of the Unity Enterprise Business Plan/Strategy
- Work collaboratively with colleagues as a key member of the Senior Management team taking full responsibility for Service Delivery and Quality Assurance.
- Providing clear, progressive and motivational leadership across the Service Management Team and the wider organisation.
- Role modelling a positive and consultative culture whilst having the ability to constructively challenge as required
- Working closely with the Head of Finance to support effective financial control and transparent financial reporting
- Deputising for the CEO if required
- Representing the organisation at any external networks or fora as agreed
- Oversee the implementation and use of monitoring systems to ensure they are not obstructive but provide evidence of quality service provision and improvements.
- Provide advice and analysis for CEO, Service Managers, the Board, Auditors, funders, regulators and commissioners as required.

- To maintain a relationship with the Board, and sub-committees as required, that ensures the provision of clear operational information, and a responsive approach to requests for further detail or explanation on an ongoing basis.
- To support the organisations collaborative approach by developing and nurturing partnerships across the third sector
- To ensure that knowledge and understanding around approaches and impact in service delivery remain current and progressive. Unity strives to deliver flexible services that make a real difference.

Person Specification

- A clear and uncompromising commitment to the aims, ethos, values and objectives of Unity Enterprise, evidenced through behaviour.
- Demonstrable experience at a senior management level across the support sector, and a working knowledge of current practice. This must include a sound understanding of the effects of poverty in our communities.
- Current working knowledge of services in relation to Learning Disabilities, Adult and Young Carers, and those affected by Homelessness is highly desirable.
- Clear and articulate with an ability to communicate to a variety of audiences with clarity and purpose; verbally, electronically and written.
- Approachable with strong interpersonal skills and a solution focused approach.
- A proven ability to develop, implement and lead strategy in a growing and changing organisation.
- A good understanding and commitment to the Social Enterprise business model and a commercial mind in this regard.
- Excellent influencing skills, strong emotional intelligence and delivering to the highest quality, sometimes to tight timescales.
- Experience of coaching/developing others
- Heightened self awareness and clarity on strengths and development needs
- Ability to provide leadership for the organisation as a key member of the Senior Management Team, developing and promoting Unity's strategic aims, services and culture in accordance with our Core Values