



**Providing a lifeline of welfare and support to fishermen and their families**

**Job Title:** Area Operations Manager

**Responsible to:** The Operations Manager

**Hours:** 37 a week (some weekend and out of hours working may be required)

**Place of work:** [The role is fundamentally peripatetic, but the post is anchored at Head Office in Whiteley, Hampshire. Facilities will be provided for remote working and hot desking at the charity's outlying offices and centres]

**Reports:**

Area West 6 Mission Area officers (MAO)

Areas East 6 Mission Area Officers

Scotland 8 Mission Area Officers

**Purpose of the Role:**

The purpose of the role is to manage successful, compliant service delivery to the charity's beneficiaries. You are responsible for the leadership and management of your area, ensuring frontline Port Staff conduct their duties to time, budget and quality. This includes implementation and development of existing provisions and general business oversight including governance. While reporting directly to the Head Office Operations Manager, you will work also work closely with the Executive and occasionally at Board level.

Key Responsibilities:

**Operational Support**

- To conduct regular visits to and contacts with MAO and supporting Mission Port Officers (MPO).
- To assist in staff planning and execution of service delivery.
- To assist with the production of comprehensive programme plans and documentation to enable MAO to manage activities against a clear set of defined deliverables and milestones aligned to Council's strategic objectives.
- Monitor service delivery.

- To provide guidance and direction to staff on operational matters, including best practice.
- Provide 24/7 management cover for emergencies on a 1 in 3 rota
- Act as a media spokesperson for your sector\*.
- To create knowledge libraries with the end goal of using this resource to better support business continuity and collaboration with other agencies.
- Ensure learning and best practice is shared and disseminated across all ports.
- Liaise regularly with other Area Managers to share best practice, emerging issues and development opportunities.

\* In conjunction with the Executive.

### **Compliance and Governance**

- Assure Safeguarding is given primacy in all aspects.
- Ensure enough quantitative and qualitative data is collected for each area within your sector.
- Use established monitoring systems to assure service delivery and outcomes.
- Support the introduction of a new Quality Assurance system (from June 2020).
- Assure compliance with all policies and procedures.
- Drive a consistent approach to safety including HSE, Safeguarding, lone working and beneficiary interactions.

### **The Management of Employees**

- To provide leadership aligned to the charity's ecumenical Christian foundations and core values.
- To ensure processes, performance and resource levels are adequate for consistent and fulsome service delivery.
- To be line manager for all MAO in your sector.
- Where applicable to lead on HR processes for staff in your sector.
- As required, provide local training and advice.

### **Budget Management**

- Managing spending and resources within agreed budgets and criteria
- Ports expenditure and fundraising meets budget +/- 5%.
- Ensure adherence to financial control delegations and protocols.

### **Auditing**

- To carry out regular and comprehensive operational audits.
- Ensure any issues that will or may impact on service delivery are highlighted as soon as possible.

**To carry out any other reasonable duties as requested.**

## **Health & Safety:**

In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for people who use our services.

To remain vigilant and do everything possible to protect people who use our services, and others, from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.

This organisation is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The Fishermen's Mission, therefore, expects all staff and volunteers to share this commitment.

## **Terms and Conditions**

**Based:** Fishermen's Mission Head Office, Whiteley.

**Annual Salary:** £35,000 - £37,000

**Probationary period:** 3 months.

**Group personal pension plan:** available on satisfactory completion of 3 months service.

**Life Assurance:** up to four times annual salary.

**Holiday:** 25 days annual leave plus public holidays.

## **Application and interviews**

- Application forms are available on the Fishermen's Mission's website [www.fishermensmission.org.uk/get-involved/vacancies](http://www.fishermensmission.org.uk/get-involved/vacancies) or via Hanna Taylor at [hannataylor@fishermensmission.org.uk](mailto:hannataylor@fishermensmission.org.uk)
- The closing date for applications will be Friday 27 March
- Interviews will be held at our Head Office in Whiteley, Hampshire on 6, 8 or 9 April 2020

Appointment will be subject to receipt of satisfactory references and a basic DBS check.

*Further information regarding the Fishermen's Mission can be obtained from our website: [www.fishermensmission.org.uk](http://www.fishermensmission.org.uk) Find us on Twitter (@thefishmish) and Facebook*