



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

Job Title: Assistant Operations Manager

Responsible to: The Operations Manager

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

Place of work: Home Based. [The role is fundamentally peripatetic] Facilities will be provided for remote working and hot desking at the charity's offices and centres.

Purpose of the Role:

The purpose of the role is to support successful, compliant service delivery to the charity's clients. You will work closely with the Operations Manager to provide oversight of the frontline services, with a view to providing quality assurance and compliance with Mission policies and procedures. You will ride alongside frontline delivery staff to ensure consistent, legal and caring welfare provision to those in need

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.
- 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
- Oversee the use of volunteer roles with the Ports.

Compliance and Governance

- Assure Safeguarding is given primacy in all aspects.
- Use established monitoring systems to assure service delivery and outcomes.

- Assure compliance with all policies and procedures.
- Drive a consistent approach to safety including HSE, Safeguarding, lone working and client interactions.

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

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 or via Hanna Taylor at hannataylor@fishermensmission.org.uk

- The closing date for applications will be Friday 25 May 2021
- It is hoped that interviews will be held at our Head Office in Whiteley, Hampshire on Tuesday 8 June or Wednesday 9 June. If they cannot be held face to face the interviews will take place via Teams.

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 Find us on Twitter (@thefishmish) and Facebook