

Operations Manager – Breakout Youth

Job Description



Role:	Operations Manager – Breakout Youth
Place of work:	Hybrid - Southampton base, with occasional travel across Hampshire and the opportunity for remote and home-working – happy to discuss
Salary:	Band F - £33,616 to £38,575 (Full Time Equivalent, pro-rata for part-time)
Hours of work:	21 hours per week, to include occasional evenings and weekends
Role type:	Fixed-term for 1 year, with the possibility of being made permanent subject to funding
Responsible to:	Breakout Youth Charity Manager
Responsible for:	Lead Youth Workers, Youth Workers, volunteers and occasionally student placements
Role screening:	Enhanced DBS - Barred List
Essential driver?:	Yes – must be able to transport yourself and resources required across Hampshire

Breakout Youth is committed to supporting (age 11-25) LGBTQ+ young people, or young people who are questioning their sexual and / or gender identity across Hampshire and the Isle of Wight. We are committed to creating safe confidential spaces for young people to be their true authentic selves, meet other LGBTQ+ young people, receive accurate and appropriate support and advice. Breakout Youth also offers one-to-one support, LGBTQ+ awareness and works to advocate on behalf of LGBTQ+ young people.

Your role

You will be responsible for managing Breakout Youth, including our youth group delivery programme, which includes one-to-one support, and LGBTQ+ Awareness training delivery across Hampshire and the Isle of Wight. This is a hands-on and engaging role, managing specialist LGBTQ+ youth workers, who are supporting vulnerable LGBTQ+ young people. You will also be responsible for managing partnerships and relationships with external organisations and partners. Your role will lead on the ongoing development and delivery of these projects, helping to improve outcomes for LGBTQ+ children and young people.

Main duties and responsibilities

- Lead the youth worker team who are delivering LGBTQ+ specific support work
- Responsible for managing the Breakout Youth service, including the performance and development of the service (alongside the Charity Manager), and ongoing evaluation – making sure the service achieves the Key Performance Indicators and targets and outcomes for the service, within agreed budgets
- Identify opportunities and support further development of Breakout Youth internally, externally and regionally, through the development and delivery of new or ongoing projects, in conjunction with the Charity Manager
- Be responsible for managing and coordinating a range of services for children and young people across Hampshire, Southampton and Isle of Wight
- Manage a rota to make sure that there is appropriate staffing at all projects in line with Breakout Youth and No Limits policies and procedures
- Ensure quality of service and maintain records to the required project standards, review and maintain) client files to a high standard and preserve confidentiality

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- Ensure service delivery for children, young people and their families are of the highest possible standards
- Line management of staff, projects, buildings, in conjunction with the policies and procedures of Breakout Youth/ No Limits
- Undertake effective recruitment, selection and induction in line with Safer Recruitment best practice
- Reporting any issues or concerns about children, young people and their families, the team or work practices to your Line Manager
- Ensure best practise regarding safeguarding issues and responses across teams
- Coordinate induction learning and ongoing development for your teams
- Have an overview of opportunities and identify possible opportunities locally and nationally
- Collect data using local and national surveys, reports and case studies for monitoring and evaluation purposes
- Contribute to the monitoring and development of the service by ensuring that records are completed and handed in on time, statistical data and financial information is maintained and quality assured.
- Keep accurate data as required by Charity Manager and as identified by commissioners to evidence the impact of the service
- Undertake reports and returns as required
- Liaise and network with partners, agencies and organisations, making sure the needs of young people are met, and good practice/ resources are shared, adding to the development and growth of the service
- Work as a part of the management team on a duty rota for out-of-hours service support

Young people

- Demonstrate an ongoing commitment to the safeguarding of children and young people
- Act as an advocate for LGBTQ+ children and young people and refer them on to other relevant agencies and services, as appropriate, to ensure their needs are appropriately met
- Promote the involvement of young people in planning, delivery and evaluation of services
- Improve the lives children and young people by minimising the impact of their difficulties through the delivery of excellent services to promote wellbeing
- Collect feedback from service users to provide real time information on service performance that is used to inform, and where necessary, improve visibility, access and delivery

General duties

- Keep up-to-date with knowledge, issues and external developments that may impact on the organisation or your work area
- Demonstrate work practice in line with Breakout Youth and No Limits policies and procedures and ensure statutory and legal obligations are met
- Demonstrate an ongoing commitment to the safeguarding of children, young people and vulnerable adults, by ensuring appropriate management, recording and monitoring of safeguarding concerns and serious incidents in line with Breakout Youth and No Limits procedures
- Use resources appropriately and record accurate records of hours and expenses in line with Breakout Youth and No Limits (hours / sick / holidays) contracts and policy
- Demonstrate a commitment to equity, diversity and inclusion and participation of children and young people, ensuring that principles and practice are implemented within your work area

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- Maintain accurate records and systems, both online and paper-based
- Support the implementation of Breakout Youth's strategy, promoting our mission and values through delivery of your personal objectives
- Ensure personal knowledge and skills are updated to ensure effectiveness in meeting work requirements
- Contribute to the positive image of Breakout Youth with children and young people, parents, partners and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Undertake any other duties as may be reasonably prescribed by Breakout Youth, appropriate to the scope and grade of the role

The purpose of this job description is to focus on the main responsibilities of the role. The list of duties for which the postholder is responsible may, within reason, vary at the discretion of Breakout Youth.

If you are successful at interview, but we do not have enough vacancies to offer every successful candidate, you will be added to a six-month reserve list. During this time, if the same, or a similar, vacancy arises, we may offer you this vacancy without the need to complete the whole recruitment process again - however, you must let us know if any of your information or circumstances change whilst on the reserve list. After six months, your details will be removed from the reserve list. You can also opt out at any time by emailing: people@nolimitshelp.org.uk.

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Who you are

Below we've described the areas that we've identified are required for the role. We will use this to manage our selection process and to identify any learning and development needs for you once in post.

We value growth and may make recruitment decisions where not all essential areas are met, where you're able to show your commitment to ongoing learning and development.

You'll have the essentials of:

- ✓ Knowledge and experience of working with LGBTQ+ children and young people
- ✓ Knowledge and experience of effective people management, development and motivation
- ✓ Comprehensive understanding and commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults – including dealing with and reporting safeguarding and other incidents
- ✓ Demonstratable ability to work with difficult / complex situations and manage risk
- ✓ Working proactively and collaboratively with others; reflecting creativity, adaptability and bringing positivity and enthusiasm to your work
- ✓ Ability to promote the involvement of children and young people in planning and delivery of services
- ✓ Ability to assess, plan and monitor to achieve and evidence the targets and outcomes of our work
- ✓ Excellent time management skills, with the ability to plan and prioritise a complex workload
- ✓ Excellent interpersonal skills and the ability to communicate confidently with colleagues at all levels
- ✓ Ability to produce high quality resources / reports to support the development of the services
- ✓ Knowledge and experience of maintaining effective relationships with other organisations
- ✓ Strong experience in using IT systems (Microsoft Office) including experience of using monitoring systems and report writing

You may also have:

- ✓ Professional qualification in a relevant subject such as youth work, mental health and / or management and leadership
- ✓ Experience of recruiting, managing and leading a team across multiple locations
- ✓ Experience in best practice for service user participation and coproduction
- ✓ Experience of and ability to assess the learning and development needs of staff and volunteers
- ✓ Experience of strong partnership working

You'll be achieving within your role when you're demonstrating:

Knowledge & Skills	Developed specialist knowledge and skills, likely acquired through extended formal learning and specialist experience
Communication & Relationships	Well-developed communication and interpersonal skills with functional stakeholder expectations
Creativity & Problem Solving	Well-developed problem solving requiring broad independent judgement, analysis and creativity
Decision Making & Planning	Well-developed planning and management for ensuring medium-term outcomes
People Development & Leadership	Well-developed people leadership and development for discretionary people management