Secondary Prevention & Mentoring Operations Manager

Place of work:	Hybrid – No Limits and community locations across Southampton
Salary:	Band F – £35,093.15 to £40,270.20 (full-time equivalent),
Working days and hours:	21 hours per week
Role type:	Fixed term for 12 months initially hoping to extend further
Responsible to:	Head of Harm Reduction and Engagement
Responsible for:	Lead Youth Workers, Youth Workers, and occasionally volunteers and student placements
Disclosure and Barring Service Check (DBS):	Enhanced DBS – Barred List
Essential driver?:	No

Here at No Limits, our mission is **to empower children and young people to reach their full potential through information, advice, counselling and support.** Our people are key in supporting us to achieve our aims and your role in this is outlined below.

We particularly welcome applicants from diverse backgrounds and those with experiences similar to the children and young people we help and support. We are committed to creating a diverse environment where people can be their authentic self, experiences and opinions are valued, and we all are open to learn from each other.

About the role

We are seeking a dynamic and organised Operations Manager to coordinate delivery of our Targeted Secondary Prevention Youth Service (working in partnership with SOCO, Youth Option, Oasis City Farm & The Saints Foundation).. Your team will be supporting vulnerable young people at risk of offending, exploitation or serious violence. This role will also oversee some of our detached youth work response and manage referrals into mentoring and our Next Steps support across a multi-agency partnership.

As an Operations Manager, you must be able to:

- ✓ Lead on the development and delivery of projects / services, in line with strategic objectives and priorities
- ✓ Evaluate the impact and difference made through projects / services, reporting progress and feeding into reports and bids
- ✓ Build strong working relationships with colleagues and external stakeholders, being able to confidently and effectively communicate at all levels
- ✓ Work independently and flexibly
- ✓ Adopt a proactive and constructive approach to resolving problems
- ✓ Be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults

About you – knowledge, skills and experience

Secondary Prevention & Mentoring Operations Manager

To apply for this role, we are looking for:

- ✓ Experience of supervising / managing, developing and motivating people, which can include volunteers or similar
- ✓ Ability to work with difficult / complex situations and manage risk
- ✓ Experience of developing managing and maintaining effective internal and external relationships
- ✓ Confidence and ability to use Microsoft apps, such as Word, Teams and Excel, and databases
- ✓ Ability to work proactively and collaboratively with others; reflecting creativity, adaptability and brining positivity and enthusiasm to your work
- ✓ Commitment to personal growth, and ongoing learning and development

Please include on your application form other relevant knowledge, skills and experience which can be from work, volunteering, education or personal experience. We value growth and may make recruitment decisions where not all essential areas are met, but you're able to show an ongoing commitment to learning and development.

Main duties and responsibilities

- Line management of staff delivering detached youth work and mentoring.
- Coordinating referrals from Youth Justice and Young People's Services, ensuring timely matching of young people to appropriate mentors across the partnership.
- Maintaining oversight of mentoring progress and ensuring regular updates and outcome reporting to YJS and other referrers.
- Supporting delivery of rapid response youth work following incidents in the community, in collaboration with trusted local providers.
- Ensuring trauma-informed, strengths-based practice is embedded across all delivery.
- Contributing to quarterly performance monitoring and continuous service improvement.

Ooerations Manager

- Development, delivery and ongoing evaluation of projects / services, working in conjunction with the Head of Harm Reduction & Engagement, to make sure objectives and outcomes achieved
- Identify opportunities and support the further development of your ongoing projects / services internally, externally and regionally, and through the delivery of new projects, in conjunction with the Service Manager
- Identify and support the application process for additional funding or resources, to support the delivery of your ongoing or new projects / services
- Recruitment, induction and management of staff, volunteers and student placements, in line with project / service needs
- Organise, develop and deliver internal and / or external training, as required
- Support your team to deliver projects / services to the highest possible standards for children and young people, and their wider networks such as families and professionals
- Identify possible opportunities, locally and nationally for projects / services / wider organisation
- Oversee safeguarding concerns and serious incidents, making sure they are handled, recorded and monitored in line with No Limits guidance and procedures
- Support your team in collecting and processing accurate data and feedback from service users, on time and to high standards, which will be used for reporting, returns and funding, helping to identify needs and improving the visibility, access and delivery of our services

Secondary Prevention & Mentoring Operations Manager

- Promote the involvement of young people in planning, delivery and evaluation of services

General

- Demonstrate an ongoing commitment to the safeguarding of children, young people, and vulnerable adults
- Demonstrate a commitment to Diversity, Equity and Inclusion and participation of children and young people, making sure that principles and practice are implemented within your work area
- Keep up-to-date with information, knowledge and issues that may impact No Limits or your work area
- Work in line with No Limits policies and procedures, making sure statutory and legal obligations are met
- Use resources appropriately and record accurate records of hours and expenses in line with No Limits (hours / sick / holidays) contracts and policy
- Attend and actively take part in training, meetings, events, one-to-ones and clinical supervision
- Maintain accurate records and systems, both online and paper-based
- Support the implementation of No Limits strategy, demonstrating and promoting our mission and values
- Contribute to the positive image of No Limits with children and young people, parents, partners and the local community working with your team to ensure a full service, providing cover if needed
- Commit to other duties as reasonably required by No Limits, 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. These duties and responsibilities may, within reason, change at the discretion of No Limits.