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**Operations Officer**

 **(PT)**

**   **

**Appointment of Operations Officer**

**Information Pack Contents**

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 Summary of Operations Officer, including Terms and Conditions

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Further information to be provided by email from Pentland Housing Association (PHA)

* Application Form
* Equal Opportunities Monitoring Form

**Pentland Community Enterprise - Background Information**

As a subsidiary of a charity, how we conduct our business and work with others is just as important as what we do. We recognise the need to balance our entrepreneurial ambitions with helping to deliver the social purpose of the Group. To assist us, we have developed a set of guiding principles which help us to stay true to the type of activities we wish to undertake and the type of business we want to be.

* ***Quality-focused*** –we are keen to raise standards and demonstrate that being socially motivated should not require us to compromise on quality.
* ***Socially-responsible*** - we are motivated by our wish to make a difference to the local community. We will reinvest 100% of our profits.
* ***Entrepreneurial*** - we offer new ways of thinking and delivering social impact.
* ***Considered*** - we don’t rush into new initiatives, but rather we take our time to prepare a business case and properly assess the risks.
* ***Collaborative*** ––We choose to partner with other organisations who are already well-placed to deliver a service. We will work with them to add value rather than try to duplicate what they do. This will involve a closer working relationship with current partners and establishing new partnering arrangements to drive mutual initiatives.

**OUR IMPACT**

We wish to improve how we set out and measure the impact we want to make. We accept that impact measurement is a challenge and expect that our processes will evolve and improve over time. We also recognise that any impact measurement framework should be aligned across the Group and thus cannot be designed or implemented in PCE in isolation. At this stage, we seek to deliver the following social impact:

*Figure 4: The social impact we intend to make*

*Outcome 1: Positive impact on peoples lives .*

*Outcome 2: Reduction in their costs*

*Outcome 5: Provision of more facilities*

**OUR KEY SERVICES**

As part of a review of our services, we have rationalised and re-focused our activities into three broad themes which reflect where we feel we can best contribute to the physical, social and economic regeneration of the north Highlands. These themes are:-

* Property management services
* Property maintenance
* Energy Services

**The Recruitment and Selection Process**

Applicants should submit a completed application form, as provided with the Recruitment Pack. Please ensure that you make a full response to questions on relevant experience, this could include any after school jobs or voluntary jobs, and how you meet the requirements of the person specification and fit the required competencies.

Please also supply full details of two referees whom we may approach, one of which should be your present employer or previous employer. The Association normally only takes up references on the candidate selected for appointment, however, we may contact them prior to inviting you to attend an interview unless you specify otherwise.

Completed applications should be sent by email to **recruitment@pentlandhousing.co.uk**

**Key Dates**

To assist applicants to plan their availability for the selection process, the following key dates should be noted:-

Applications should be received by **12 noon, Friday 10 August 2018.**

A personal acknowledgement will be sent on receipt of each application.

**Short Listing Decisions**

Applicants invited for interview will be notified on **Thursday 16 August 2018.**

**Selection Interviews**

**Interviews will be held in Thurso on Monday 20 August and Tuesday 21 August.**

**Travelling Expenses**

Reasonable expenses incurred in connection with the attendance at interview will be re-imbursed on production of receipts.

**Pentland Community Enterprises**

41 Traill Street, Thurso, Caithness, KW14 8EG

Registered in Scotland under company number SC309344 VAT Registration No. 897 7704 51

Registered office: 37-39 Traill Street, Thurso, Caithness, KW14 8EG

**Summary of Terms and Conditions**

**Salary**

£31,282 to 34,350

**Pension**

A Flexible Recruitment Pension Plan is provided through the Scottish Housing Associations Pension Scheme.

Employee contribution – minimum of 3% of pensionable salary

Employer contribution – maximum of 4% of pensionable salary

**Hours of Work**

Full time staff working hours are 35 hours per week. The Operations Officer is expected to work 17.5 hours.

**Leave**

The annual leave entitlement is 31 days plus 9 public holidays in each financial year pro rate for part time employees. The post holder may be asked to perform the duties in providing holiday and absence cover for colleges.

**Sickness Allowance**

All employees will be entitled to service related sickness allowance. In any one period of 12 months in accordance with the following scale:

**Service Full Allowance**

Less than 6 months N/L weeks

6 months to 1 Year 2 weeks

1- 2 Years 4 weeks

2 - 3 Years 8 weeks

Over 3 Years 12 weeks

**Employment of Relatives**

There are certain restrictions regarding the employment of direct relatives of existing employees or board members. This does not prevent you from applying for the post, but should be declared in your application.

**Outside Work**

Outside work on any matter connected with official duties is not permitted. Prior permission must be obtained from the Association before any paid or unpaid outside work is undertaken.

**Employment Policies**

The information provided by you on the application and any supplementary forms will be used for the purpose of selection, recruitment, and any further subsequent employment administration if the application is successful.

As part of the selection process, you will be asked to provide in confidence, evidence of entitlement to work in the UK and references.

Shortlisted candidates will be invited to provide any criminal history information on the prescribed form.

You are invited to complete and return the Equal Opportunities Monitoring Form. The information provided by you on the EOMF will not be made available to the selection panel. Statistical and anonymous reports will be produced for monitoring purposes from the information contained in the document. Whilst we would strongly encourage you to return this form, the provision of this information is voluntary.

**Pentland Community Enterprise**

**Job Description**

**Post Title:** **Operations Officer**

**Grade: 7**

**Salary Scale:** PA22 £31,282 to PA25 34,350 (pro rata)

**Responsible to:** Chief Executive

**Responsible for:** Pentland Energy Advisors x 3 (PT)

Operations Admin Assistant (PT)

**Hours of work:** Part-time17.5 Hours per Week

1. Manage the delivery of the services provided by PCE, ensuring staff operate within the policies and procedures, regularly monitoring and reviewing staff performance and behaviours and coaching, supporting and motivating them to meet the targets set for the service.
2. Establish and develop in conjunction with the CEO, a productive network of contacts within and out-with the county, ensuring that business opportunities that fit with the strategic objectives and values of the organisation can be identified at the earliest possible stage and PCE is best placed to act on them.
3. Assist the CEO with the review and development of strategy and with the production of the annual business plan for PCE to the standards and timescales required, reporting on performance to the CEO and the PCE Board throughout the year.
4. Seek out and identify opportunities for partnership working with a wide range of appropriate partners, focusing where possible on working with other social enterprises, delivering and demonstrating the value and versatility of social enterprise to the area.
5. Identify potential business opportunities, researching and presenting proposals, including sources of funding to the CEO for initial approval and assisting the CEO and Finance Manager to produce a complete and detailed business proposal for those opportunities identified as appearing viable, for presentation by the CEO to the Board.
6. Identify funding sources and opportunities that fit with the skill base and business objectives of the Company, applying for and managing any subsequent project and funds in compliance with its terms.
7. Manage each project from approval through to completion ensuring that effective risk management processes are followed, stakeholders are fully engaged, governance requirements and budgetary targets met and the CEO is fully and regularly updated on progress
8. Market and develop, in conjunction with the CEO, the profile, market presence and interests of PCE and its companies through appropriate and cost effective mediums and in a manner consistent with the Groups Marketing Strategy.
9. Recruit, train, coach, supervise and discipline staff as required ensuring that short, medium and long term targets and objectives are delivered.
10. Operate as the Health & Safety lead officer for 41 Traill Street, assisting the Management Team to meet its Health and Safety duties and responsibilities for Pentland Housing Association.

The post holder is required to perform any other duties as may reasonably be required by the needs of the business, including but not limited to the provision of holiday and absence cover for colleagues.

Assignment and review of work

Objectives and targets will be set and outcomes assessed, on an annual basis via an annual appraisal process, conducted in the early part of each new financial year, and reviewed (and amended if appropriate) via regular 1 to 1 meetings throughout the year.

Communication and working relationships

Regular and effective communications with the general public, social firms, private and public bodies, contractors, consultants as well as with the staff will be required.

Qualifications and Experience

The information under this heading is detailed in the person specification for the post.

Pentland Community Enterprise

Person Specification

Operations Officer

|  |  |  |
| --- | --- | --- |
|  | ESSENTIAL | DESIRABLE |
| Qualifications | * HND in business related subject or equivalent, OR
* Experience in a similar role
 | * Degree qualified
 |
| Experience | * Experience using IT Systems ie Word, Excel, E-mail and databases effectively
* Experience of working with the customers/public and a range of stakeholders
* Experience of managing staff
* Experience of developing business proposals
 | * Experience of working in a development role in the Social Enterprise Sector
* Experience of managing projects
* Experience of establishing a network of business contacts
* Experience of budget management and managing grant funded projects
 |
| Knowledge | * Knowledge of sourcing and applying for grant funding
* An awareness of and commitment to Equal Opportunities
 | * Knowledge of Government energy initiatives
* Knowledge of the Social Enterprise sector
* Knowledge of marketing theory
* Knowledge of managing grant funded projects
 |
| Skills & Abilities | * Excellent written and verbal communication skills including the ability to use tact and discretion to build effective and cooperative working relationships at all levels and with all stakeholders
* Strong team working skills
* Excellent time management skills and experience of managing competing deadlines
* Strong analytical and report writing skills
 | * Ability to chair and host events for a range of stakeholders
* Ability to present business proposals to a range of audiences
 |
| Other | * Friendly and calm manner
* Flexible and able to work to deadlines
* Ability and willingness to travel on occasion
* Full Driving Licence
 | * Ability and willingness to work occasional weekends and evenings
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