

Job Description – Director of Operations

JOB DETAILS

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| Job Title | Director of Operations | Department | Senior Leadership Team |
| Location | Hybrid & Stirling with frequent travel | Line Manager | Chief Executive Officer |
| Salary | £53,000 | Hours | Flexible 37.5 per week with some evening and weekend working |
| Responsible for | Head of Operations, Clinical Practice Manager, Outdoor Practice Development Manager | | |

ORGANISATION OVERVIEW

Venture Trust is a personal development charity supporting people of all ages who are struggling with many and complex circumstances to overcome barriers to realise their potential. Our strengths lie in the trust and relationships we forge, our developmental approach and in harnessing the transformational benefit of being outdoors and in nature. Working in communities, in greenspaces and journeying through some of Scotland’s wilder places, we actively support people by focusing on individual’s strengths, equipping them with essential life-skills and building confidence. We want everyone to succeed and to continue to do so throughout their lives.

JOB OVERVIEW

You are responsible to the CEO and ultimately the Venture Trust Board for providing strategic leadership for all Venture Trust operations. The Operations Director is responsible for leading and directing delivery of the adventurous activities and wilderness provision, alongside being responsible for 1:1 support and therapeutic work done with our participants across a portfolio of programmes. Venture Trust’s operations are delivered year-round in wild areas and urban greenspaces in Scotland. This role leads on ensuring the quality and safety of Venture Trust’s operations, including personal development programmes and therapeutic services for participants, as well as innovation of new provision, health and safety and staff learning and development.

As a member of Venture Trust’s Senior Leadership Team, the Operations Director has a pivotal role in developing and implementing our plans. Driving for impact and sustainability, role modelling our values and ensuring our service delivery and practice is trauma informed and person-centred, are all key components of the role.

MAIN RESPONSIBILITIES

The Director of Operations is responsible for developing and implementing, high quality, safe, trauma-informed, person-centred, personal development programmes, outreach support, employability work and therapeutic services for participants. These take place outdoors in greenspaces and wild places in Scotland, and aim to make a positive, lasting difference to the people we support. The Director of Operations holds a pivotal role in overseeing that staff are practicing safely and within their competency, with the right support in place for their development.

Shaping and executing strategy

- Work collaboratively to shape future organisational strategy and plans which drive impact and sustainability over time.
- Develop and seek out opportunities to enhance our reach and impact through new partnerships and delivery activity.

Strategic partnerships and relationship management

- Develop and nurture relationships with stakeholders and delivery partners to identify and progress opportunities for collaborative working and partnership service delivery which align with Venture Trust's values and strategic priorities.
- Contribute to enhancing Venture Trust's profile and reputation e.g. through public speaking and participation in external groups and forums
- Deputise for the CEO when appropriate.
- Maintain relevant, current knowledge of policy agendas and key influencing priorities for Venture Trust through active engagement with external agencies, stakeholders and policy makers.
- Lead relationships with partners in outdoor learning and those responsible for safety of adventurous activities including the Adventure Activities Licensing Authority and oversee and promote relations with partners in personal development and psychotherapy.
- Produce oral and written reports on development activities for the CEO, Senior Leadership Team, and Venture Trust Board. Actively participate in, and contribute to, relevant sub-groups of the Venture Trust Board.

Operational delivery

- Lead the development of community, outdoor and wilderness-based personal development programmes and therapeutic services, seeking to translate contractual obligations and funding requirements balanced with the needs of participants and expectations of partners into coherent personal and social development provision.
- Promote and foster the combination of outdoor practice with therapeutic thinking. This includes the adoption of reflective practice and supervision.
- Provide organisational oversight of Health and Safety ensuring Venture Trust's operations are compliant including development of policy and practice.

- Lead regular quality assurance and evaluation of operational safety and programme delivery seeking to respond to statutory and policy requirements and as part of a commitment to continuous improvement, recommend and implement changes to content, delivery and staff training as appropriate.
- Work with budget holders to manage and monitor budget lines and authorised expenditure within delegated limits and Venture Trust's financial policies and procedures.

Team management

- Line-manage, motivate and support the Operations Leads and their staff teams, including undertaking performance management and supporting development needs. Support managers to establish regular team meetings, ensuring opportunities for quality assurance, evaluation and team and individual development are prioritised.
- Support the Operations team and other staff to build and nurture relationships to deliver on the strategic and partnership commitments.

Continuous improvement and innovation

- Contribute to Venture Trust-wide projects and initiatives which enhance our organisational effectiveness and demonstrate impact including external evaluations, learning and development programmes and policy and process developments.
- Devise programmes of learning and development for staff.
- Contribute to the learning culture within Venture Trust.

Other

- Undertake any training and professional development as and when required.
- Be a member of the operations on-call rota to support Venture Trust's delivery of programmes c. 5-6 times per annum.
- Undertake any other reasonable duties, commensurate with the job title, as may be determined by your line manager.

PERSON SPECIFICATION

Knowledge, Skills and Experience

Essential:

- Extensive strategic and operational experience in senior leadership, ideally in the charity sector.

- Extensive knowledge and practical application of statutory provisions and policy for health and safety and delivery of adventurous activities in the outdoors including translating policy into practice and balancing risk and reward.
- Experience of supporting the delivery of therapeutic services and working closely and collaboratively with clinical colleagues.
- Extensive knowledge of personal and social development tools, as well as therapeutic modalities and concepts, such as containment and unconscious processes.
- Extensive experience of Safeguarding, including a sound understanding of roles and responsibilities to vulnerable children, young people and adults.
- Experience of working within an outcome-focussed framework, and track record of demonstrating impact through reporting and effective storytelling
- Experience of working on personal development and/or therapeutic programmes with vulnerable/at risk groups.
- Demonstrable track record in leading successful, innovative projects or ways of working from inception through to implementation.
- Track record in establishing and developing strategic partnerships with external organisations including statutory and charity/voluntary sectors.
- Excellent verbal communication skills, including the delivery of effective presentations and public speaking.
- Excellent written communication skills, including but not limited to writing reports and reporting on impact and outcomes, internally and externally.
- Experience of delivering person-centred services and supporting teams
- Experience of successfully leading and managing teams encouraging a culture of continuous improvement and individual and team development.
- Track record in successful project development and management and budget management experience.
- Driving licence and preferably access to a vehicle.

Desirable:

- NGB Qualifications in Outdoor Activities, e.g. Hill walking, Climbing, Canoeing or Kayaking.
- Educated to degree-level in an appropriate field or equivalent relevant experience or qualifications e.g. Counselling Skills.
- Working knowledge of the policy and legislative frameworks within which Venture Trust operates, including the justice system and the delivery of outdoor activities.
- Experience of working within or leading multi-disciplinary teams

- Experience of influencing policy and decision making at a local and national level and supporting people with lived experience to find and use their voices to shape and influence others.
- Current National Examination Board in Occupational Safety and Health (NEBOSH) qualification.
- Experience of devising and delivering training programmes or group facilitation for a range of audiences.
- Experience of participating in reflective practice groups or supervision.
- Knowledge of the social enterprise sector, commercial sector and business development.
- Experience of working with local authorities and public sector contracting.
- D1&E driving licence and experience of driving minibus and trailer.
- Lived experience of trauma and / or an understanding of the impact of experiencing trauma

Personal qualities:

- Commitment to Venture Trust's mission and values with a genuine desire to make a positive, lasting difference
- Supportive, and motivational, leads with empathy and compassion and strives to get the best from their team
- Curious and interested in exploring different perspectives and interested in a spectrum of practices and disciplines, with an ability to value different practices equally
- Engage with challenge and are willing to have challenging conversations.
- Able to hold a balanced perspective in the face of organisational difference and challenges.
- Engaged in reflective practice and dialogue, willing to think about unconscious processes and engaging with what is motivating issues that is not directly visible.
- Ability to lead on multiple projects simultaneously and achieve timely results
- Great relationship builder, able to build networks, identify opportunities and take action

ADDITIONAL INFORMATION

- This post is subject to PVG membership from Disclosure Scotland
- This post is subject to basic driver checks carried out in house

Venture Trust is a living wage employer and committed to promoting equality and diversity.