



## Growing Points Ambition and Action!

### Role Description for Operations Director

<p>Overview</p>	<p>Growing Points is a small ambitious and well-regarded charity working largely in the North of England and has a national offer comprising three work programmes to improve social mobility. We work with organisations such as the City of Sanctuary to identify people from excluded communities who have ambition and talent and refer them to us. We appoint volunteer Guardians to work with these customers using our professional networks to open doors for them so that they can achieve their ambitions. Our three programmes comprise:</p> <ul style="list-style-type: none"> <li>* Growing Points one -to- one support for customers to achieve their social mobility</li> <li>* Hidden Talents project where we work with NHS Trusts to offer paid apprenticeships at the end of which customers gain a diploma and employment</li> <li>* Flourishing Families where we provide support for low income families who want to lift themselves out of poverty.</li> </ul>
<p>Role</p>	<p>To provide leadership to Growing Points and have overall responsibility for developing and ensuring the delivery of support to meet the ambitions of people from excluded communities who are referred to the Charity by motivating change, growth and improved performance of the organisation as agreed and delegated by the Board of Trustees. Reporting to the Chair of Trustees.</p>
<p>Tasks</p>	<p><b>Working with Trustees</b></p> <ul style="list-style-type: none"> <li>• In partnership with the Trustees prepare, agree and implement a rolling Business Plan, which sets the expectations for the development and maintenance of high quality services.</li> <li>• Provide sound, clear and timely information to the Trustees.</li> <li>• Assist the Board in identifying, recruiting, retaining and developing trustees and working with the Board in line with established codes of good practice</li> <li>• Production of Agenda minutes and reports to the Trustees who meet twice a year. Where necessary supporting the work of agreed sub committees</li> </ul> <p><b>Strategic Leadership</b></p> <ul style="list-style-type: none"> <li>• Encourage innovation and creative thinking in the development of services that promote the values of Growing Points including the exploration of proactive responses to potential future scenarios.</li> </ul>



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- Ensure that Growing Points operates with high ethical standards and meets the Nolan Standards and the requirements of the charity commission
- Ensure that Growing Points operates in an inclusive manner, embraces diversity and operates in a proactive way in relation to equal opportunities.
- Maintain a professional relationship with all stakeholders: the Development Director, Trustees, Guardians, Promoters, volunteers, Funding and Referral Agencies.
  - Identifying previous customers who may wish to work with us as Associates

### Operational Management and Compliance

- Operate the referral management system for individual customers ensuring they are matched up to suitable Guardians, keep records up to date, getting updates from Guardians and referral agencies and undertaking exit interview with customers
- Recruitment of people identified as potential Guardians; interviews; references and DBS checks and induction
- Working with the FD to agree budgets and monitor them to ensure there is good financial control
- Keep up to date and ensure compliance with relevant legislation, guidance and policy.
- Ensure returns and reports to the Charity Commission are timely and accurate
- Develop and review policies and procedures as required as the organisation develops including data protection, equal opportunities and safeguarding
- Ensure the corporate image, practice and manner in all areas conform to the standards and expectations of Growing Points.
- Work to all procedures and guidelines agreed by the Trustees
- Production of regular newsletter; posts to Facebook and Linked in
- Undertake all duties and responsibilities commensurate with the post as required by Trustees
- Member of the Senior Management Team acting as secretary to this group

### Skills

- Excellent written and verbal communication
- Understanding and application of good governance
- Ability to use IT and social media effectively
- Attention to detail



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	<ul style="list-style-type: none"> <li>• Leadership</li> <li>• Problem solving</li> <li>• Demonstrable track record of achieving goals through effective relationship management</li> <li>• Team player</li> </ul>
Outcome	<ul style="list-style-type: none"> <li>• Growing Points operates good governance in line with the Nolan principles and in line with Charity Commission guidance</li> <li>• Good stewardship of finances</li> <li>• Growing Points continues to operate successfully during a period of change and development</li> <li>• Trustees fully engaged in the business of Growing Points</li> <li>• Satisfied customers who achieve their goals</li> </ul>
	<ul style="list-style-type: none"> <li>• Honorarium of up to £10k per annum (including expenses) for two days a week for a minimum of two years and working from home.</li> </ul>