

EMPOWERMENT THROUGH SUPPORT



Empowerment ○ Choice ○ Change ○ Strength



Head of Operations
Recruitment

Candidate Information Pack

January 2025



Welcome

Thank you for your interest in becoming our next Head of Operations.

WHAG was founded in 1981 to support vulnerable homeless women. Over the years our services have expanded to include support for women and men experiencing domestic abuse and young parents, whilst maintaining our core value of being an organisation that supports women.

We deliver solution-focused and trauma-informed services to create a positive difference in our clients' lives and we are committed to supporting and making a difference for the most disadvantaged and excluded within our client group.

Our values of: Empowerment: Choice: Change and Strength lie at the centre of our service delivery.

As our new Head of Operations, you will lead and enhance our services, ensuring the highest standards of delivery for the individuals and families we support. In this important role, you will also support the charity's growth by building relationships with key stakeholders and influencers and in developing new services and projects that address the needs of the people we support.

WHAG is a thriving and welcoming charity, where you'll collaborate with a dedicated, talented, and supportive team. If you're inspired by our mission and values, and excited about this opportunity, we'd love to hear from you!

Thank you again for your interest and we look forward to hearing from you.

Best regards,

Kirsty Rhodes

CEO



About us

WHAG was set up to provide accommodation and support to homeless vulnerable women in Rochdale. At the time there was no other support for women in Rochdale.

Some 45 years later WHAG is a leading charity delivering quality support services to homeless women, young parents and women, men and their families who are affected by domestic abuse, across North West England, improving the safety and life opportunities of our service users and supporting them in their recovery.

Our 65 staff work from 5 locations in Rochdale, Wigan and Cheshire West and Chester supporting people in our portfolio of 100 properties and a range of community/floating support settings. We provide vital 121 and practical housing support for vulnerable homeless women, those who have experienced domestic abuse, we support young parents to sustain their families and advocate for greater understanding and prevention of domestic abuse.

Our leadership team has seen the charity establish itself as an integral part of the communities we serve and has overseen successive periods of growth, especially in recent years. Chief Executive, Kirsty is supported by Head of Operations and Head of Resources

We strive to empower the people we support to build up the skills and resources they need to take on a tenancy of their own and maintain a quality of life in the long term. We give them the information they need to make positive choices about their futures.

As well as delivering courses to our staff, WHAG delivers healthy relationship training to employers and schools to raise awareness and assist in the education and prevention of domestic abuse.

WHAG has a strong values base, embedding, empowerment, choice, strength and change into our organisation. We are looking for staff who can work in alignment with our values, who can deliver person-centred, trauma-informed services, and who are innovative, trustworthy, and self-motivated.



Our vision, mission and values

Our Vision

To support and empower vulnerable women and those affected by domestic abuse

Our Mission

End domestic abuse, homelessness, and relationship breakdown.

Our Values

Empowerment, Choice, Change, Strength

Guiding Principles

Our guiding principles help define how we will act at all times through the development and delivery of WHAG in the future:

Be non-judgmental and supportive at all times.

Ensure trauma-informed, flexible support is accessible to all those in need

Support individuals to take responsibility and accountability for their actions

Support individuals, partners and families to live independently within the community of their choosing.

Help develop new knowledge and create new skills for individuals and families to make better life choices.

Provide positive alternatives to current services and resources available in a community.



Role description: Head of Operations

Location:	Rochdale, Head Office with travel to all WHAG projects required
Time Commitment:	Full time, 36 hrs with the potential to work flexible hours and one day a week from home
Salary:	Starting salary of £49,000
Benefits:	Health Plan, cycle, Computer, Pension & Savings Schemes. Annual Leave: 23 days per annum rising to 28, 5 hours per year to attend hospital appointments.
Responsible For:	2 Operations Managers; Domestic Abuse Services and Homelessness & Newer Parents. Also shared responsibility for business Development
Reports To:	Chief Executive Officer
Additional:	Essential car user (in line with car user policy). Manager on call rota (additional payment and holiday entitlement).

Overall Aim

The Head of Operations is responsible to the Chief Executive officer for the management and coordination of all WHAG's services, support of staff and overseeing effective support of clients. The Head of Operations will also be liaising and building professional relationships with contract managers, agencies and other bodies offering support to clients. Key areas of impact include:

- Effective management of WHAG services to provide a high quality and individual service to the individuals and families WHAG work with.
- Ensuring a forward-thinking and entrepreneurial approach and building strong relationships with commissioners and key stakeholders.
- Harnessing our data and data systems (Oasis/Sage HR) to identify improvements in recording, analysis and reporting of services to improve service quality consistency and impact, timely feedback to commissioners and develop service provision.

- Identify and shape new service delivery opportunities and insights for new/additional contracts and general funding for prevention and support of domestic abuse
- Acting as organisational lead in the absence of the CEO.
- Overall Aim

Key Objectives

- Lead and co-ordinate WHAG's services, ensuring they are in line with our strategy, resources and procedures and operating effectively according to agreed policies and plans.
- Ensure that services are maintained and developed in accordance with key aims and objectives, are responsive to change, are needs-led, and actively seek the contribution of individuals and families who use the service.
- Ensure effective procedures and training are in place to meet the charity's duty of care to service users including effective safeguarding and personal data protection
- Harness a working environment that encourages teamwork, energy and creativity.
- Lead from the front and ensuring that Operations Managers work by agreed service specifications, operational policies and other policies and procedures of WHAG in providing consistent and responsible line management to staff, students and volunteers.
- Implement successful management strategies and motivation to deliver continuous improvement.
- Support the development and financial stability of WHAG.
- Promote client advocacy and involvement and ensure client services are assessed and reviewed so that services meet client satisfaction goals.
- Be responsible for the quality of service provided for the client ensuring that it is maintained, monitored and reported on and improved.
- Foster a positive organisational culture, building a strong team spirit and internal relationships whilst establishing clear lines of communication to ensure that staff are aware of their responsibilities in achieving project targets and objectives.
- Contribute to, and where appropriate lead on, the development of policies and procedures.
- Prepare papers for meetings of the Board of Trustees and its sub-committees, and attend as required.

- Promote inclusion and diversity in all WHAG's services and practices.

External Relationships

- Represent and promote WHAG appropriately and professionally
- Coordinate the building of effective relationships with other agencies to promote and strengthen stakeholder relationships.
- Ensure the development of strong relationships with existing and funders, donors and key stakeholders to support the charity in securing ongoing and new funding
- Monitor, review and report on the quality and performance of WHAG services to meet WHAG and funder requirements.

Finance and Funding

- Contribute to, and where appropriate lead on, the preparation of tender submissions and grant funding bids.
- Work with the finance team and input into setting and controlling services budgets.
- Work with the CEO to identify and develop funding and fundraising opportunities.

Responsibilities shared with all staff

- To ensure that the values and principles underlying WHAG's services are maintained and developed.
- Promote equality, diversity and individual rights.
- Work flexibly, being prepared to perform other duties commensurate with the role which may include new areas of operation following consultation.
- To participate in regular supervision and annual appraisal and help in identifying your own job-related development and training needs.
- To work at times other than office hours to attend meetings, participate in networks, and fundraising events and ensure that the service is accessible.
- To provide on-call management duties as part of a rota.

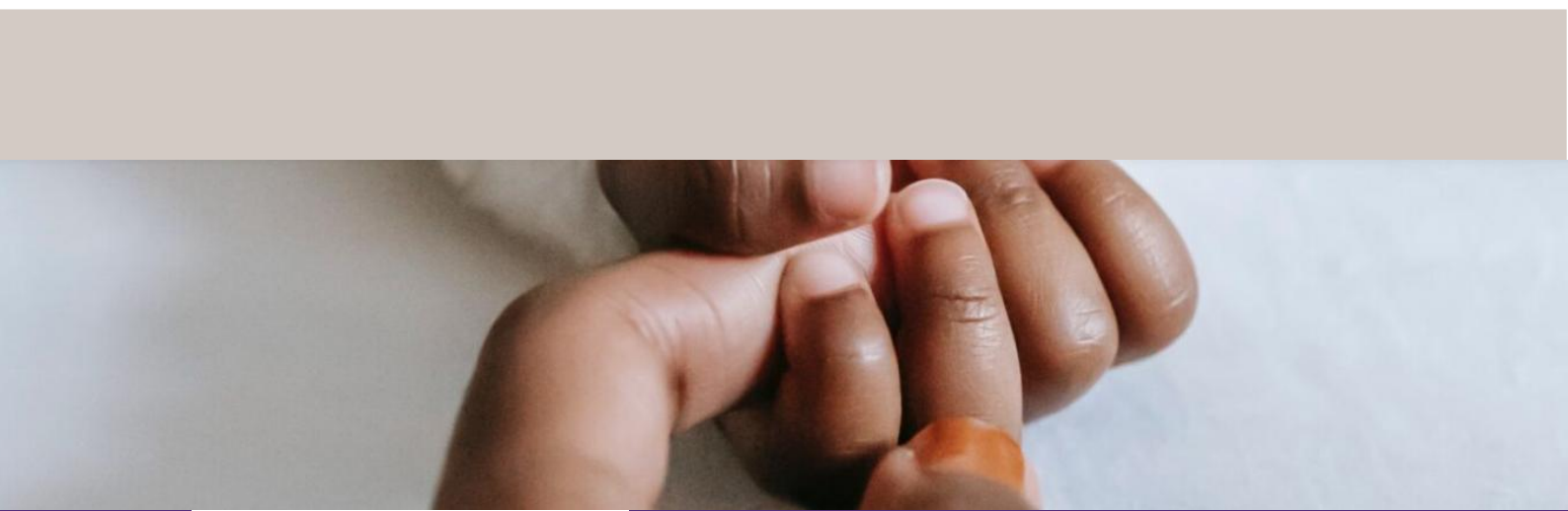
Person Specification

Essential

- Proven management experience in delivering impact across similar person-centred services
- Excellent leadership and management skills
- Understanding of safeguarding and personal data protection and how to assure its effectiveness
- Experience of strategic and operational risk reporting, budgeting, planning and management
- Strong problem-solving and decision-making skills.
- Strong communication, relationship-building, influencing and negotiation skills
- Strong analytical, monitoring and reporting skills and attention to detail.
- Skilled in Microsoft Office and other use of database programmes for Operations
- Empathy with and demonstrable passion for WHAG's aims and ethos
- Have a high degree of integrity, tact, diplomacy and organisational spirit.
- Have a hands on approach and be a team player

Desirable

- Experience in change management and leading teams through service transformation, project development or growth.
- Experience in working with charity trustees.
- Experience working within the voluntary sector.



Additional information

- Ability to work flexibly to meet the needs of the service, including occasional evening and weekend working

Values and behaviours

- To believe in supporting and empowering vulnerable women and those affected by domestic abuse.
- Our staff are expected to be passionate and proud of their role and WHAG. Teamwork by assisting others and taking on additional responsibilities/ tasks if necessary is fundamental to our service delivery. We are also committed and proactive in achieving targets and embracing accountability for our actions.



How to apply?

[Eastside People](#) is supporting [Women's Housing Action Group \(WHAG\)](#) in the recruitment of this role. Please [click here](#) to apply by submitting your CV and a cover letter. Please use the cover letter (max 2 pages) as an opportunity to add to the information you have shared in your CV and ensure that you cover the following:

- Why you are interested in the Head of Operations role at WHAG and how is the position a good fit for your skills and management approach?
- Key experience/knowledge in relation to the essential skills and experience specified in the job description and person specification. Please give examples where possible.

If you would like a call to discuss the role in more detail, please email Bryan McPaul, bryan@eastsidepeople.org to arrange a convenient time. Having a call of this kind will not influence the success or otherwise of your application.

The closing date for applications is Fri 14th Feb. Shortlisting interviews with Eastside People will take place the week after and shortlisted candidates will have an interview with WHAG on **Monday 3rd March.**

We want you to have every opportunity to demonstrate your skills, ability and potential; please contact us if you require any assistance or adjustment so that we can help with making the application process work for you.

Diversity and Inclusion

WHAG is fully committed to equality of opportunity and diversity to ensure that we reflect the full breadth of the people and communities we support. It is important that the WHAG team are representative of these communities and we warmly welcome applications from all suitably qualified candidates.



Eastside People

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Eastside People is the trading name for Eastside Consulting Ltd. Company number: 4958922.