



First Step Leicester Leicestershire and Rutland

CIO Registration No. 1165062

RECRUITMENT INFORMATION PACK
FOR THE ROLE OF
Operations Manager

Recruitment Timetable

- | | |
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| • Monday 12 th February 2024 | Recruitment Opens |
| • Monday 11 th March | Applications Close |
| • w/c 18 th March | 1 st Stage Interviews (online) |
| • w/c 25 th March | 2 nd Stage Interviews (in person at First Step, Leicester) |

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www.firststepleicester.org.uk



Welcome

Thank you for your interest in joining the First Step team.

This document provides an overview of the organisation, what it stands for and how it operates. It is by no means exhaustive, and we welcome the opportunity to speak to interested candidates to answer questions and provide further details about the organisation.

Our History

First Step is an established and well-respected charity supporting male-identified and non-binary persons aged 13 years and above who are survivors of sexual violence and abuse.

Based in Leicester city centre, the charity was formed in 1997 by two survivors of childhood sexual abuse (CSA) who recognised that as a society we needed to break the silence, shame and stigma surrounding the sexual abuse of men and boys and provide specialist gender sensitive support.

It has since grown to a team of around 35 people including committed volunteers, counsellors, and a core team of 4 permanent staff members. The Operations Manager is a new role, taking our permanent staff count to 5. The charity is governed by a supportive and informed Board of Trustees who bring a blend of diverse experience from the voluntary, statutory and business sectors.

Having celebrated our 25th Anniversary in 2022, the past year has been a period of reflection and forward planning for what comes next for First Step. The outcome has been to define and embrace a positive plan for development, which includes a restructure of the organisation to prepare the groundwork for growth in services. This has resulted in the addition of two permanent posts being created within the organisation, including the Operations Manager role.

This is an exciting time for First Step – we have a positive outlook for the future, underpinned by a proven track record of delivering excellence, which is recognised through our re-accreditation to the Male Survivors Partnership quality standards in 2023.

We are looking forward to welcoming new members into the First Step family as we open up the next chapter in our story.

Why we exist.

First Step is one of only a handful of specialist charities nationally that solely support men and boys who have experienced childhood sexual abuse and sexual violence.

Despite the increased media attention on men and boys as victims and survivors of sexual violence and abuse, there is still a lack of research, data and indeed specialist services that focus on the needs of men.

In 2020 the Office for National Statistics estimated that 5% of the male population had experienced childhood sexual abuse or sexual assault as an adult, although this is likely to be an underestimate. Research by Mankind UK highlighted that 42% (1in6.uk, 2021) of men have experienced at least one form of unwanted sexual contact in their lives.

We estimate that based on these figures approximately 28,000 men and boys in Leicester, Leicestershire & Rutland will have experienced sexual abuse, assault and rape at some point in their lifetime. That is why we exist, and why we want to develop our services further to reach as many men and boys as we can.

What we do

First Step offers a range of services to ensure that men and boys who have experienced sexual abuse can access the support they need to heal from their experiences.

Our services include emotional and practical support, counselling for adults and young people, survivor support and participation groups, a specialist prison counselling service and support for secondary survivors. In 2022/23 First Step supported 250 men and boys and their supporters.

We are fully inclusive, trauma-informed and encourage survivor participation in helping to develop and deliver support to our service users.

We are funded through a variety of charity grants from a range of funders including The Big Lottery, Ministry of Justice, Henry Smith Foundation, Lloyds Bank Foundation and other small trusts and foundations that understand and appreciate the work we do.

Our Culture

Our vision is for a world where survivors of sexual abuse are empowered to live life as they choose, where their experiences no longer define who they are and who they can become.

Our mission is to create a world in which survivors can talk freely about abuse without fear, pressure or judgement; a place where male survivors, alongside secondary survivors and supporters, can readily access the help they need.

We aim to give survivors a sense of hope and opportunity for their futures and connect them with a supportive community that is open, welcoming, and understanding of their experiences. We achieve this by providing an environment that is accessible, kind, safe, free, confidential, and respectful.

We are a small organisation that relies on individuals who want to make a positive difference in people's lives. Working as a team, both within and outside of the main office environment, we look out for each other and maintain a family-like culture, whilst ensuring the roles and responsibilities of each and every team member are recognised and respected.

Our Values

We are inspired by an ethical vision and commitment to achieve positive outcomes for service users. Our core values reflect our culture and ethos, the guiding principles set out why the charity exists, how it operates and what makes it unique.

Value	Definition	In Action
Compassion	Stand alongside our clients, listening patiently and carefully to their stories, understand their challenges and help to address their needs	The support and care is there for the volunteers. I really felt nurtured and held. Having that feeling means I can do the same for somebody else. <i>First Step volunteer counsellor</i>
Empowerment	Inspire clients that life can improve, help build self-esteem and provide opportunities for them to take control of their lives and move forward	I now understand the effect things which happened to me in my childhood has had on my adult life. In understanding that those things were not my fault, I have come to feel more empowered in taking control of my own destiny. <i>First Step service user</i>
Non-Judgemental	Never judge a person or their actions but support the individual, being open and honest in all our dealings	At First Step it's programmed into the DNA to be understanding and accepting. Right off the bat I felt like I was with people who wanted to help me. I've never experienced that before. <i>First Step service user</i>
Professionalism	Provide quality services in a safe and secure environment, be respectful and maintain the highest levels of integrity at all times	Respecting everyone's humanity, without naïveté. It's not being everyone's best mate, but respect and kindness. There's great respect for each person, clients and volunteers. Clients really value that. You are not a client you're a person. <i>First Step service user</i>
Teamwork	Listen to each other, recognising each other's strengths and weaknesses, supporting and developing colleagues	The Service puts the client at the centre, and I am always blown away by their standard of service, professionalism and care. <i>First Step referral partner</i>
Inclusivity	Overcome barriers and embrace differences among clients and colleagues, building trust and confidence that will enhance our services	I felt sick when I made the appointment and almost expected rejection. I am a man now but the abuse happened when I was a girl aged eight. I expected it to feel awkward to explain but she never flinched at anything I said. It was so calm and suddenly I was just me. I knew I could do it with First Step's help. <i>First Step service user</i>

What the job entails

This role offers the opportunity to make a positive difference in the lives of others.

The Operations Manager is responsible for providing overall management of all our services ensuring that they are safe, effective, responsive and meet the contractual obligations of our funders. The Operations Manager will work closely with the CEO to develop further our existing services as well as identifying opportunities for growth within the male survivor sector. They will work closely with the Clinical Coordinator to ensure effective frontline service delivery and our key partners across the SV sector and beyond.

As with any small charity, there will be challenges to overcome to ensure the smooth running and sustainability of service delivery. However, these challenges can also be rewarding, as they require creativity, innovation, and resilience.

The position offers the chance to use your skills, experience, and passion to create social impact and change.

Benefits of working at First Step

- Flexible working (subject to agreement).
- 28 days paid annual leave, plus public and bank holidays (pro rata for part-time employees).
- Access to contributory pension scheme
- Access to learning and development opportunities.
- Regular paid clinical supervision.

Want to know more?

If you would like to learn more about First Step or have any questions about the role, please contact Caroline Freeman, CEO via email to arrange a suitable time to call: caroline@firststepleicester.org.uk.

Applying for the Post.

To apply for the role please complete the application form and equal opportunities form and email to Mark Evans, Chair of the Board of Trustees at First Step mark@firststepleicester.org.uk no later than **12 noon on Monday 11th March 2024**

Job Description and Person Specification

Job Role:	Operations Manager
Pay:	£36,000 FTE (pro rata)
Hours of work:	30 hours per week (0.8 of FTE)
Leave:	168 hours per annum (not including bank holidays) (0.8 of FTE)
Accountability:	CEO
Location:	Alliance House, Bishop Street, Leicester, LE1 6AF.
Contract:	Subject to a satisfactory Enhanced DBS check, satisfactory references and successful completion of 6-month probationary period.

Purpose of the role:

The Operations Manager is responsible for the day to day running of First Step services. They are the driving force ensuring quality service implementation across the organisation.

Reporting to the CEO, the Operations Manager will organise and manage First Step's service delivery in accordance with the organisation's service delivery plan, ethos and values, policies and procedures, and statutory reporting responsibilities.

The Operations Manager will provide robust oversight and monitoring of services, ensuring that they are run efficiently and effectively, and in accordance with budgets, identifying and addressing issues as they arise.

The Operations Manager will ensure that human resources are properly managed. They will develop and review relevant policies and procedures to empower and upskill staff and volunteering, complying with legal and regulatory frameworks and stakeholder requirements. The Operations Manager will provide operational leadership, line-manage and support to the staff team, and will ensure that effective support and supervision is in place for the volunteer team.

The Operations Manager will take the lead in all aspects of managing our building and other service delivery locations, ensuring that our working spaces reflect our values and ethos, comply with all health & safety and safeguarding requirements, and are suitably equipped in terms of IT and other essential resources.

MAIN DUTIES AND RESPONSIBILITIES

Strategy and Governance

- The Operations Manager will contribute to the development of the organisational and strategic business plan.
- In collaboration with the CEO, they will take the lead in developing the annual service delivery plan, ensuring that this reflects the annual budget and all funder and service delivery requirements.
- Develop operational practice and procedures for new and existing services, ensuring that First Step meets its financial, legal, statutory, and contractual obligations with key stakeholders.
- Ensure that the organisation meets service delivery quality requirements in line with accreditation standards on an ongoing basis, and lead in ensuring reaccreditation as required.
- In collaboration with the CEO contribute to ensuring that the Board of Trustees are informed of relevant changes in legislation, policy, funding and other key drivers of the charity's work.
- Contribute to the production of reports to the Board of Trustees, particularly in relation to progress in implementing the service delivery plan and expenditure against budgets.
- Ensure collation of all qualitative and quantitative data for reporting to grant funders.
- In collaboration with the CEO contribute to producing annual reports, file annual accounts to deadline and update the Charity Commission as required.

Service Delivery

- Lead in the oversight and implementation of all service delivery activity.
- In collaboration with the CEO, develop, implement, review and monitor the organisation's policies and procedures in consultation with the Trustees, staff and volunteers.
- Ensure that service delivery is carried out in line with these policies and procedures, reflecting our ethos and values in everything we do.
- Actively monitor all aspects of service delivery, ensuring the operational targets are met and that any issues are identified and addressed to ensure efficient and effective service delivery.
- Maintain oversight of safeguarding for staff, volunteers and clients, ensuring appropriate information sharing, internally and externally, and the management of risk.
- As the organisation's data controller, ensure that data is recorded and kept in accordance with GDPR legislation and broader good practice.
- Lead in the implementation of service user consultation and involvement across relevant areas of the charity's work.

Financial Management

- Contribute to the development of annual and medium-term budgets.
- Contribute to the development of the organisation's financial strategy.
- In collaboration with the CEO, develop and maintain financial records which will allow ready reporting of the organisation's financial position.
- Actively monitor expenditure against budgets, and, in collaboration with the CEO, identify and address any issues.
- Produce financial management information and reports for the CEO.
- Contribute to identifying potential funding opportunities and contribute to bid writing as required.

Management of Staff

- Lead in the development, implementation, review and monitoring of the organisation's human resource policies and procedures, in collaboration with the CEO and in consultation with Trustees, staff and volunteers.
- Lead in the recruitment of new staff in collaboration with the CEO and Board of Trustees to maintain a skilled workforce.
- Ensure that robust procedures are in place for the recruitment and induction of volunteers, and oversee these processes in collaboration with the Clinical Coordinator, identifying and addressing any issues as they arise.
- Provide operational, day-to-day leadership and management to First Step's staff team.
- Carry out direct supervision of the staff team, in line with our policies and procedures, ethos and values.
- Ensure that robust support and supervision is in place for all volunteers and sessional staff, in line with our policies and procedures ethos and values.
- Evaluate the skills and experience of all staff and volunteers on an ongoing basis to ensure effective service delivery that meets our values, ethos and operational standards (e.g. through regular supervision sessions, annual appraisals or ad hoc skills audit exercises).
- Develop, and ensure the delivery of, an annual staff and volunteer training/CPD programme.
- Participate in own training and development as required
- Ensure that organisational policies and procedures are communicated and adhered to by all staff and volunteers.
- Ensure that all staff and volunteers are consulted and regularly updated on issues, developments, changes to procedure and practice.

Premises Management including Health and Safety

- Manage all aspects of the premises and building operation, including oversight of satellite offices and remote working locations.
- Take lead responsibility for Health and Safety compliance in all working locations.
- Ensure that all staff and volunteers have the equipment and resources required to deliver effective services.
- Ensure that robust IT systems and infrastructure are in place, identifying and addressing any issues as they arise.
- Ensure that cleaning and maintenance schedules are in place and delivered, to ensure safe and efficient operation of our premises.

Partnership Management

- Maintain a good knowledge of local, regional and national external partners, stakeholders and statutory agencies and their relevant strategies.
- Contribute to building, developing and maintaining productive partnerships with external stakeholders, particularly in the national and international male survivor sector.
- Contribute to increasing the reach and influence of the charity, locally, regionally, and nationally through active participation in networks, partnerships, research projects and collaborations.
- Ensure that the organisation maintains an effective web and social media presence.
- Ensure regular external communication with all relevant stakeholders.

Other responsibilities

- Providing limited, regular cover for reception as required (e.g. one morning or early evening per week, to be agreed with the CEO)
- Conducting any other task that is commensurate with the role according to service delivery requirements.

Person Specification: Operations Manager

Criteria	Essential	Desirable	Measure
Minimum of at least two years' experience in a similar management role in the VCSE or Statutory sectors.	Y		Application
Experience of developing policies and procedures	Y		Application/Interview
Experience of attaining and maintaining, accredited quality standards		Y	Application/Interview
Experience of managing and monitoring service delivery	Y		Application/Interview
Experience of managing staff (including supervision, training and appraisals)	Y		Application/Interview
Experience of managing and monitoring budgets	Y		Application/Interview
Experience of business or project planning		Y	Application/Interview
Experience in management of premises, including health & safety, resource and IT systems management.		Y	Application/Interview
Experience of working with statutory and voluntary agencies and building effective partnerships	Y		Interview
Knowledge of the challenges that male survivors of sexual abuse face, and the factors that lead to effective service delivery for them.		Y	Interview
Commitment to effective principles and practice of involving clients with lived experience in organisational decision making	Y		
Understanding of good practice in relation to safeguarding.	Y		Interview
Understanding of good practice in relation to data protection and GDPR.	Y		Interview
Understanding of and commitment to equality and diversity issues for staff and clients.	Y		Interview
Strong leadership skills	Y		Interview
Initiative and problem-solving capabilities	Y		Interview
Excellent communication skills	Y		Interview
Experience with using Microsoft Office packages including Word, Excel.	Y		Interview
Experience in using case management systems (e.g. Lamplight, Oasis) including report production		Y	Interview
Ability to analyse data and write reports to a variety of audiences.	Y		Application/Interview
Willingness to work flexibly to fulfil occasional evening and weekend commitments when necessary.	Y		Application/Interview