



**CHARGING UP CHANGE!**

**HEAD OF SERVICE &  
OPERATIONS**

**JOB DESCRIPTION & SPECIFICATION**

DEADLINE: 1st March 2023 (1PM)



# HEAD OF SERVICE & OPERATIONS

# JOB SUMMARY

**Deadline:** 1st March 2023 (1pm)

**Application Form:**

<https://talent.sage.hr/jobs/cd42025f-8c51-43b9-82ae-2761c3555598>

<b>ROLE</b>	Head of Service and Operations
<b>REPORTING TO</b>	CEO
<b>RESPONSIBLE FOR</b>	Contractors
<b>SALARY</b>	£29,162-£35,006 (Grade 6.20 – Grade 8.27) per annum
<b>HOURS</b>	40 hours per week
<b>DURATION OF CONTRACT</b>	12 Months (Potential of extension)
<b>TIMESCALE</b>	Immediate start
<b>BASED</b>	PBC HQ – West Bromwich
<b>ROLES AVAILABLE</b>	1
<b>SUMMARY</b>	To work closely as part of the senior management team and creative facilitators to oversee the operational coordination of CAN services. To oversee contract compliance, monitor service performance and ensure all services are delivered within agreed expectations. This role will be fundamental to the delivery and dissemination of CAN services.

# WHO WE ARE

**POWERING CHILDREN, YOUNG PEOPLE  
& YOUNG ADULTS TO CHARGE UP  
CHANGE!**



# OUR STORY

## How we got here....

Powered by CAN works with children, young people and young adults across the Black Country and the wider Midlands region. Powered by CAN was created, built and developed in Sandwell, and we want to empower young people from the region to feel the same pride and purpose for their community as we do.

Children, Young People & Young Adults are at the heart of everything we do, and we make sure that we always put them first by ensuring we always do the following:

- Champion their rights to co-design, co-create and co-produce and make their voices heard.
- Encourage leadership pathways for their views and voice to be present their local community.
- Kick starting personal and professional development through a wider offer of experiences

We believe in providing opportunities for children, young people & young adults and we want to support them to thrive and contribute at every stage of their lives, for a fairer future.

## HARNESSING YOUR... POWER, POTENTIAL, PROGRESS



# OUR VISION

How we can work together to make a difference...

We want to power up children, young people & young adults to live with pride, purpose and prepared to make positive life choices.

# OUR MISSION

How we can make the change...

Powering children, young people & young adults to lead the change they want to see through the delivery of services, opportunities & experiences to contribute at every stage of their lives, for a fairer future.

# OUR VALUES

These are at the centre of everything we do...

**CARE**

**CHALLENGE**

**COMMITMENT**

**COLLABORATION**

**CREATIVE**

**COMMUNITY**



# OUR SERVICES



CIVIC CHANGE,  
**ARTS & CULTURE**

Celebrating culture & civic responsibility through confidence, creativity & connecting with others...




PHYSICAL ACTIVITY, **PLAY**  
& **PUBLIC HEALTH**

Promoting positive lifestyles and empowering people through participation...



MENTAL HEALTH,  
**WELLBEING**  
& **RESILIENCE**

Taking the time to talk, tackle & transform into our true selves...



EMPLOYMENT,  
**EDUCATION**  
& **ENTERPRISE**

Always aiming high, aspiring to achieve & Accelerating your ambitions ...

# OUR OBJECTIVES

1

## Pride of Place!

To develop collective understanding and knowledge on the identity of place to strength the services that are relevant to meet the needs of children, young people & young adults.

2

## Positive Programmes & Principles!

To deliver ambitious and high quality opportunities and experiences for children, young people & young adults to strengthen best practice for the sector to meet soft, hard and transferable skills.

3

## Powering Participants & People!

To build on the strengthens and needs of children, young people & young adults to thrive and be resilient into adulthood.

4

## Pushing Performance & Policy!

To influence policy and investment to prioritise services for children, young people & young adults.

5

## Playing our Part!

To ensure our workforce, volunteers, board, volunteers are dynamic, diverse and driven to be reputable, responsive and represent a rights based approach for people and place.





“

**We are powered both by where we have come from  
and the positive energy moving forward with a ‘CAN’  
do attitude.**

**We hope everyone we work with will be able to  
power up change!**

”

CEO - Jerrel Jackson FRSA MloD MA BA







# HEAD OF SERVICE & OPERATIONS

## DUTIES & RESPONSIBILITIES

### Management, Services and Operations

- To oversee all day-to-day management of all Service Delivery against KPIs and contribute to the strategic plan for the Service Delivery Team.
- To implement a balanced programme across, daytime, evening and weekend activities that will challenge, stimulate and provide opportunities for the growth and development of young people.
- To recommend and implement new initiatives to support and improve organisational service delivery.
- To become part of and contribute to the discussions, and decision making with the Senior Management Team and reporting to the board on the roles' areas of accountability.
- To gain accredited quality benchmarks for the organisation (e.g., Youth Charter Mark, Social Action Kite Mark, Play Quality Mark).
- To take lead responsibility for the management and delivery of accreditation programmes.
- To coordinate, alongside the senior management team, to continually improve the organisation's engagement and activities.
- Maintain and monitor performance management including financial monitoring procedures/control of allocated budget.
- To ensure that staff have a clear understanding of roles and responsibilities and expectations of their roles and projects.
- To support new customer interactions to enhance service delivery.
- Identify and provide opportunities for young people to arrange and attend events in order to develop their skills and abilities.

# DUTIES & RESPONSIBILITIES

## Administration

- To ensure all appropriate service delivery policies and procedures are being implemented and consistently monitored.
- Provide information for the Quarterly Board Meetings and to present updates during the board meetings at the request of the CEO.
- Ensure monitoring reports, data collection and analysis are undertaken by project coordinators to meet deadlines.
- Collaborate with Service Delivery Officers and Coordinators to oversee rota scheduling via our Communication System.
- Be responsible for ensuring all relevant paperwork is compiled and completed by delivery/freelance staff in accordance with the policies and procedures of the organisation.
- To proactively contribute to and support marketing activity, campaign planning and drafting/proofing relevant copies.

## Communication

- Liaise with the company administration team to ensure Policies and Procedures are being met to a high standard.
- To develop cooperative and collaborative partnerships with other statutory and voluntary agencies who have a remit for work with children and young people.
- Provide support/ advice and training to the Service Delivery Team on Youth and Delivery related issues.
- To implement a customer service orientated approach for service participants to receive high quality service.
- To monitor and resolve any issues or complaints.



# DUTIES & RESPONSIBILITIES

## General Duties

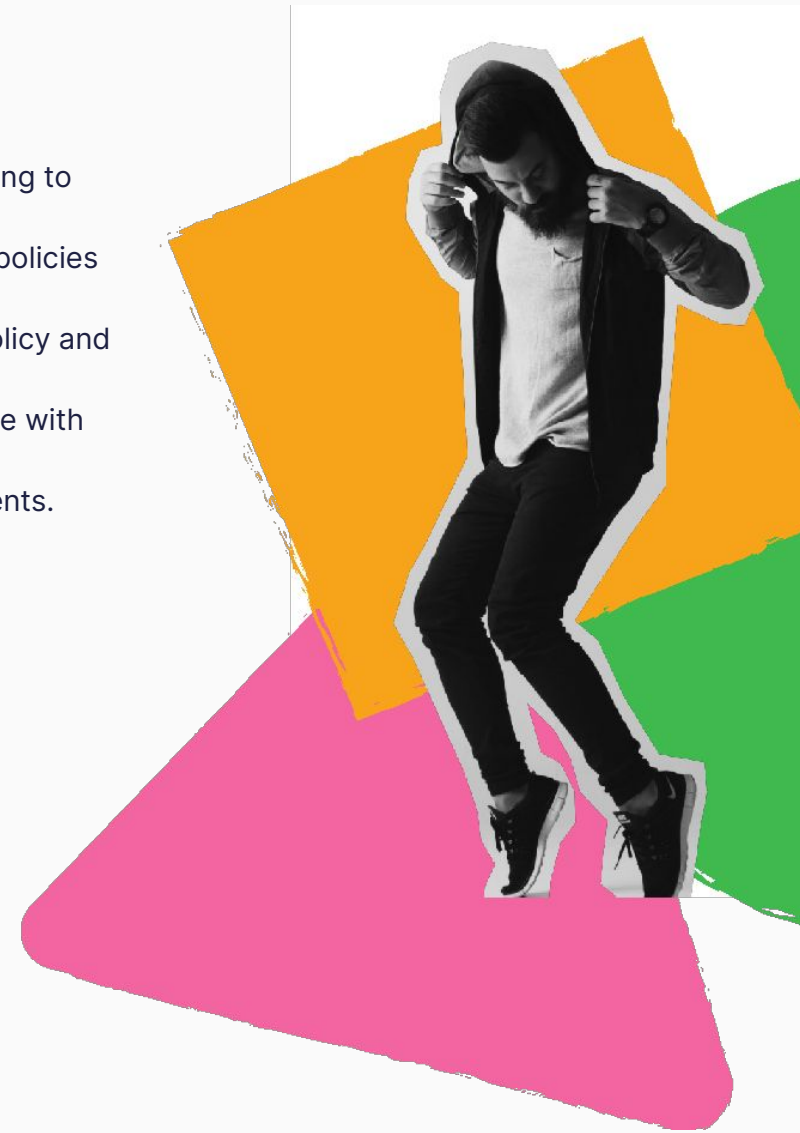
- To advocate and represent CAN and its services at local, national and regional stakeholder meetings.
- To always act in the best interest of CAN.
- To encourage young people to develop an active role in decision making processes that affect their lives.
- To always promote a positive profile of CAN's delivery services through professionalism.
- To undertake any other duty or responsibilities that may reasonably be allocated by the CEO or the Board.
- To take lead in implementing and responding to local, regional and national developments and priorities regarding youth work guidelines.
- Undertake relevant audit and quality assurance with the senior management team.
- Undertake performance reviews within your line of responsibility.
- Manage, support and motivate the team to drive performance.
- To lead on equipment operation, care and maintenance.
- To enforce and participate in regular team meetings.
- Contribute to discussions about the future of CAN and its services.
- To support identification of personal development and training opportunities for self and team.
- To contribute to the programming and administration of bespoke commissioned services.
- To work evenings and weekends as required (including residential work).
- To undertake an Enhanced DBS check and maintain an Update Service membership.



# DUTIES & RESPONSIBILITIES

## Equal Opportunities and Safeguarding

- To be a nominated safeguarding/child protection officer leading on all matters relating to children and young people.
- Ensure all staff and staff, freelance staff, contractors work within our safeguarding policies and in line with CANs values.
- Ensure the intentions and requirements of the organisation's Equal Opportunities Policy and Equality Action Plan are applied.
- Ensure that activities are carried out in a safe and responsible manner in accordance with our policies and procedures.
- Ensure that risk assessments are completed prior to commencing activities and events.
- Act in accordance with data protection procedures.



# HEAD OF SERVICE & OPERATIONS

## JOB SPECIFICATION

### Essential

- A minimum of 3 years of project management experience.
- A keen and active interest in the mission of CAN.
- Experience of working in a busy office environment while managing conflicting priorities.
- Experience of the Microsoft Office suite and Google suite.
- Proven excellent organisational and project management skills.
- Proven excellent communication (both written and verbal) and interpersonal skills with people at all levels, both internally and externally.
- Calm under pressure, good time management and ability to prioritise.
- Excellent attention to detail.
- A positive attitude with a high level of self-motivation and ability to work on your own initiative.
- Problem solving and agile working approach.
- Ability to respond to new challenges with agility and a proactive approach.
- An understanding of equal opportunity and cultural diversity issues in the delivery of our services.
- Working knowledge of relevant software packages.

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## FURTHER INFORMATION

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Application Process:

Stage 1 – Informal 30/60 minute conversation

Stage 2 – Formal Interview (including Presentation or Practical)

Contact Information:

[jobs@poweredbycan.org](mailto:jobs@poweredbycan.org) or 0121 530 8451

DBS and Reference

This role is subject to a clear enhanced DBS and satisfactory Employment/Character references.

Please note we are currently using a new application system, so if you face any technical difficulties please email [jobs@poweredbycan.org](mailto:jobs@poweredbycan.org)

