



Young Bristol
Works for young people

YB Head of Operations

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1. Introduction to Young Bristol

Founded in 1928, Young Bristol (YB) is a youth charity that enables young people 8 – 25 years of age to achieve great futures as productive, caring, responsible members of society.

YB is a youth-driven charity that works to offer a choice of opportunities and experiences for all young people. By working in partnership with a wide-range of community-based centres, and directly with young people through our programme of activities, we respond creatively to their needs and realise their capabilities.

Today we are recognised as one of Bristol’s leading providers of community-based youth services, through our community youth clubs based in some of Bristol’s most challenging communities, and a valued provider of outdoor activities, creative arts, mobile provision, outdoor employment and informal educational programmes for young people during their critical non-school hours. We provide positive activities and safe places where young people can build confidence, skills, self-esteem whilst having fun and improving their pathway to employment. We are committed to and recognised for significantly contributing to the healthy development of young people – especially those who need us most.

In recognition of the value we place on volunteers and their contribution to our work, YB were awarded the Queens Award for Voluntary Service (QAVS) in 2020. This is the highest Award a charitable organisation can receive.

Our Mission:

“To be an outstanding provider of high-quality community-based youth services and innovative programmes that positively and sustainably impact the lives of young people.”

Our Vision:

“We believe that every young person has the right to discover what they’re capable of!”

Through our work we help young people to be:-



2. Young Bristol's Strategic Priorities – 2022-25

Young Bristol is in Year One of its 2022-25 Strategy, where young people remain front and centre of our work with our Five key strategic objectives focused around:

- a. **Our People** – Build sustainable roles and careers within a structure that supports long-term growth ambitions.
- b. **Our Buildings & Facilities** – Invest in our infrastructure and resource to give young people and their communities an environment they can thrive in.
- c. **Our Programmes** – Ensure high-quality open access provision at every stage of young people's lives.
- d. **Our Influence** – Build and use our influence to give a voice to young people and to drive positive change in the city.
- e. **Our Partnerships** – Develop strategic long-term partnerships that strengthen our services, our influence, and our financial resilience and sustainability.

3. Additional Information

Young Bristol is committed to safeguarding and promoting the welfare of children and young people. This post is subject to an Enhanced DBS check that Young Bristol will fund.

The strength of Young Bristol is the diversity of its people and volunteers; we place huge value on equal opportunities, diversity and inclusion, lived experience as well as formal qualifications so welcome candidates of diverse backgrounds, communities and abilities.

Working in Partnership and collaboration with others in our City and beyond is key to our success. We are active members of:

UK Youth
National Youth Agency
National Association of Boys' & Girls Clubs
World Federation of Youth Clubs.

We are also registered with the Fundraising Regulator and adhere to their Code of Fundraising Practice relating to all of our Fundraising Activities.



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Before applying, find out more about Young Bristol and our work:

Website: www.youngbristol.com

Facebook: /worksforyoungpeople

Twitter: @young_bristol

4. How to apply?

Please read the following role profile and person specification. If you are excited about the possibility of joining our Team and making a real difference to the lives of young people and believe you have the required skills, experience and competencies, then complete and submit your job application.

Applications for this role will only be accepted on the correct application form, available at <http://www.youngbristol.com>, by request from hr@youngbristol.com, or by calling 0117 929 2513. Please do not hesitate to ask any questions!

Please send your completed application form to Young Bristol by email on hr@youngbristol.com or via post marked Private & Confidential to:

Private and Confidential
FAO - Recruitment
Young Bristol
BS14 Youth Centre,
Stockwood Lane,
Bristol,
BS14 8SJ

We will confirm receipt of your application within 3 working days.

The closing date for applications is midnight on **THURSDAY 16th JUNE 2022**, with interviews to take place on **WEDNESDAY 22nd JUNE 2022**.

Please note that CVs will not be accepted as part of this process and if included they will be disregarded.

We look forward to hearing from you.

The Young Bristol Team



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5. Role Profile

Job Title: YB Head of Operations

Reporting To: Chief Executive

Salary: £33,000.00 pa

Hours: 37.5 hours per week, on a flexible basis which will include some evening, school holidays and weekend work including residential by arrangement.

Employment Term: Permanent

Holidays: 35 days per annum inclusive of all UK Bank/Public holidays and YB closure days. YB annual holiday calculation start from 1st April each year. Holiday entitlement will be calculated on a pro-rata basis for those employees who start their service after 1st April each year.

Pension: In line with auto-enrolment you will be enrolled in a pension scheme with the NEST Pension provider if eligible, where your monthly employee contribution will be set by legislation. YB will also make a monthly employer contribution.

Vetting: This post is subject to a Disclosure and Barring Service (DBS) Enhanced Check.

Location: Due to the nature of this role, you will be required to work from various YB locations across the city. However, the main business address for YB is; Young Bristol, BS14 Youth Centre, Stockwood Lane, Bristol BS14 8SJ. YB are happy to consider a negotiated hybrid approach to working for this role.

Expenses: Work related expenses will be reimbursed, subject to receipts being produced, along with work related mileage in line with YB agreed payment rates.

Relocation: YB are not offering any relocation allowance for this role.



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6. Main Purpose:-

The YB Head of Operations will report through to the Chief Executive and be part of the Young Bristol (YB) Senior Leadership Team. This new Role has been created to assist YB in delivering on its 2022-25 Five Key Strategic Priorities, ensuring YB continues to play a leading and expanding role within Bristol's Voluntary Sector. As a member of the YB Leadership team, you will work closely with the Chief Executive, Head of Fundraising & Development and Head of Commercial Activities to ensure YB delivers on its Vision, Mission, 2022-25 Strategic Priorities and achieves its annual action plans and Strategic objectives.

The YB Head of Operations will have overall responsibility for the successful execution of the charity's 2022-25 Strategic Objectives, Business Plan, annual operational plans and any delegated budgets. They will also be accountable and responsible for directly overseeing the personal and professional development of a number of YB staff, along with the strategic development of YB's existing and expanding Community Youth offer. They will do this through Line Managing, recruiting, supporting, leading and motivating the YB Youth & Community Development Lead, YB Mobile Lead and YB Clubs Programmes & Youth Voice Lead in particular. They will have overall strategic responsibility for the efficient and effective delivery and use of all internal and external operations of YB. They will also work to extend and further develop in line with YB 2022-25 Strategic priorities, YB's existing Youth Offer and any new project work or other services by engaging with both existing and new external stakeholders, collaborators and partners on a local, regional, national and international level.

7. Key Responsibilities:

- To contribute as part of the YB Senior Leadership Team to the development and delivery of the charity's vision, mission, values, charitable aims and strategic objectives.
 - Under the direction of the Chief Executive, assist with providing strategic leadership, management and successful delivery of the charity's 2022-25 strategic objectives, business plan as a whole and YB community services in particular.
 - Lead on the development and delivery of the charity's annual operating plans to execute the charity's strategic goals in the most efficient and effective way, that delivers our priorities and contributes to the core values of the charity.
 - Provide overall strategic direction and ownership for all operational activities including:-
 - a) Service delivery
 - b) Project Management
 - c) Finance & Budget Management (where assigned)
 - d) Staff development and personal skills development of the wider YB workforce
 - e) YB Community based facilities*, ensuring Lease agreements (where appropriate) and building and vehicle compliance and legislation are in place.
- *excludes YB Pooles Wharf Centre as this is the responsibility of YB Head of Commercial Activities.
- To actively manage and monitor budgets as assigned and contribute to budget development of the charity as whole.



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- Working closely with the YB Marketing, Communications & Programmes Administrator, to oversee that all YB electronic performance data is input in a timely and accurate manner onto the VIEWS system and assist with the production of the annual YB Impact Report.
- Undertake staff supervision, target setting, appraisals and development planning for YB community services Leads.
- Support the Chief Executive to develop and maintain the YB risk register for the charity so the trustees can easily identify major issues and ensure effective mitigation procedures are in place and regularly reviewed.
- Through working closely with both the YB Senior Leadership and wider staff team ensure the charity is fully compliant with all internal and external reporting requirements that you are responsible for and ensure necessary processes and procedures are in place, including:-
 - a) Compliance with YB contractual requirements in relation to YB community services ensuring all reporting is submitted on time and within agreed budget.
 - b) Conformance to data protection legislation
 - c) Conformance of YB community facilities(including YB Mobile) to Health & Safety, building and vehicle legislation requirements and YB community services are delivering in line with Youth Work good practice.
- Be responsible for line management of our YB Mobile Lead, YB Youth & Community Development Lead & YB Clubs Programmes & Youth Voice Lead, supporting their ongoing professional development, facilitating appraisals and regular supervision.
- To lead change in line with the charity's strategic direction, whilst being mindful of the political environment, by improving operations and developing approaches to support cultural transformation, capacity building and enhance organizational effectiveness.
- To act as the Designated Safeguarding Lead for YB community services and take an active role in the management and monitoring of safeguarding of young people. To report all Safeguarding matters/incidents to YB Chief Executive.
- Occasionally undertake delivery sessions commensurate with your skills, experience and qualifications. On occasions and should the need arise, to provide operational support to other areas of the charity.
- Working closely with the YB Head of Fundraising & Development, together with the YB community services team Leads, source new business opportunities by targeting new markets and/or new demographics and when and where necessary develop and implement programmes, projects and activities aimed at increasing income revenue, profitability and sustainable growth in line with the charity's aims and objectives.
- Provide written or verbal updates and reports as required by funding Agencies and/or other members of the YB Senior Leadership Team, ensuring agreed outcomes and budget targets are delivered and monitoring and evaluations are completed within agreed timescales.
- Be the YB Senior Management Team lead with responsibility for ensuring both YB and our Community Youth Clubs successfully work towards and achieve the National Youth Agency (or equivalent) Quality Assurance certification.



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- As part of the YB Senior Leadership Team, attend any YB training appropriate to your role or future personal and professional development, together with Leadership/Staff team meetings and on occasions, YB Trustee Board or Funder(s) meetings or events as this role requires.
- Ensure our working practices adhere to YB policies and procedures as described in the YB Employee Handbook and play your role in creating a “can do” culture within the charity.
- Undertake any other duties as are commensurate with the post or will be of benefit to YB and its various programmes and/or its network of community youth clubs.

NOTE: The above only contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out.

8. Person specification

The person suited to this new post will demonstrate that they:

- Have a good understanding of the aims and principles of leadership & management by holding a minimum of level 3 in Leadership & Management (or equivalent) and a minimum of two years’ experience of working in a Leadership or Management role.
Note:- If you do not currently hold a recognised Youth Work qualification, you are committed to undertaking studying for this within an agreed timeframe. YB commit to supporting you with this studying and will fund the cost of the qualification.
- Have a flexible approach to work as evening and some weekend, including residential work will be involved.
- Is self-motivated, has a positive attitude, is a good communicator and has good planning and organising skills. The person must also be a good motivator of others.
- Holds a full, current, clean driving license and a means of transport to commute efficiently and effectively between a number of different locations. A current MIDAS certificate or a willingness to undergo MIDAS training would be an advantage.
- Is approachable, friendly and trustworthy.
- Willing to work as part of a Leadership/staff team.
- Has a genuine desire to develop themselves and others and wishes to expand their experience of working with young people and the wider community.

	Educational Qualification	Essential	Desirable
1.	GCSE grade A – C English & Maths *	X	
2.	Level 3 Leadership & Management qualification*	X	
3.	Appropriate lived experience		X
4.	Youth work or equivalent qualification.		X
	*or equivalent/higher		
	Career experience	Essential	Desirable
1.	A proven and successful record of strategic leadership, combined with experience of managing the day to day operations of a charity/business, including line management	X	



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	of employees within a fast paced, dynamic, challenging and changing environment.		
2.	Experience of preparing, monitoring and reporting on annual operating Plans and Budgets.	X	
3.	Excellent strategic and analytical skills with the ability to combine long term planning and short-term reactive work.	X	
4.	Personal creditability in developing and managing relationships with Partner organisations, key stakeholders, together with internal and external contacts.	X	
5.	Demonstrate a high level of organizational and people skills.	X	
6.	A good track record of delivering agreed organizational priorities through effective leadership and management of self and others.	X	
7.	The ability to objectively assess service performance and make recommendations for improvement.	X	
8.	In depth working knowledge of either corporate and/or voluntary sector functions such as Health & Safety, Safeguarding & Child Protection, GDPR, Risk Assessments etc.	X	
9.	A working understanding of how to successfully complete, manage and implement Quality Assurance scheme(s) into a charity setting.		X
10.	A proven track record of translating creative strategic thinking into practical, sustainable and deliverable activity.	X	
11.	Ability to foster a culture of staff development and effective performance to develop a strong, cohesive and supportive team culture that delivers excellence and has a “can do” attitude.	X	
12.	A working knowledge and understanding of issues, challenges and opportunities relating to children and young people at a community level.		X
13.	Experience of facilities and vehicle management from a compliance perspective.		X
	Personal Knowledge, Experience & Skills	Essential	Desirable
1.	Understanding the importance of recording and evidencing the impact of the work of Young Bristol through data management, production of case studies	X	
2.	A self-starter, with a “can do” attitude who can work unsupervised and motivate others.	X	
3.	Flexible approach to work and a real team player, who is adaptable to varied working environments.	X	
4.	Ability to work to deadlines with strong organisational skills	X	
5.	Good understanding and competence of the Microsoft 365 ecosystem.		X
6.	A comprehensive understanding of charity commission and companies house best practice and governance.		X