

## Job Description

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<b>Title:</b>	Operations & Development Manager
<b>Reports to:</b>	Chief Executive Officer
<b>Remuneration:</b>	Starting salary £31,000 (pro rata) £18,600.08 actual
<b>Hours:</b>	22 hours – flexible.
<b>Based:</b>	Currently home-based with Brighton office access in line with Covid-19 restrictions.
<b>Terms:</b>	Flexible 22 hours per week, with occasional evening and weekend work. The initial contract is for 2 years with a 6 month probationary period.
<b>Closing Date:</b>	Monday 5th April 2021 at 5pm
<b>Interviews:</b>	Friday 23rd April 2021 via Zoom

If you are interested in applying, please read this application pack thoroughly and send your completed application form to [Jacob.Bayliss@Switchboard.org.uk](mailto:Jacob.Bayliss@Switchboard.org.uk).

### ABOUT US

Switchboard is a charity for LGBTQ people looking for community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations. Set up in 1975 Switchboard has been listening to, informing and supporting LGBTQ (lesbian, gay, bisexual, transgender and queer) people in Brighton & Hove and beyond for 45 years. Originally a helpline, we have developed additional services and now offer much, much more.

Our vision is an inclusive and diverse society in which all LGBTQ people can realise their own unique potential. Our strategic aims include being the 'go to' organisation for LGBTQ people in the South East looking for information, advice and support that enables them to make choices and be better connected to LGBTQ services that will improve their health and wellbeing and prevent them hitting 'crisis'.

### ROLE PURPOSE

This will be a varied and interesting role supporting the CEO in leading a brilliant staff team and ensuring Switchboard delivers on its promises to communities, funders, and partners through effective operational management of key projects and the organisation as a whole. We are looking for someone with strong and established people management skills, and experience in operations, project management and development.

You will be responsible for ensuring the high quality delivery of Switchboard projects in a joined up way that centres on the needs of the diverse communities we serve, supports staff to thrive, and creates meaningful and lasting impact. You will build and maintain our strong relationships with external stakeholders including commissioners and funders, while keeping internal affairs such as HR, IT, and finance in order.

## Main Duties

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- To oversee the operational delivery of key Switchboard projects, with a view to increase reach and impact while maintaining our high standards of meaningful engagement.
- To support, coordinate, and line manage a busy team of frontline project workers in line with our values, building a culture in which the team can grow and thrive, agreeing personal work and development plans with each individual.
- To support staff with producing powerful reports and measuring impact in meaningful and efficient ways.
- To develop annual and quarterly work-plans in collaboration with Switchboard's CEO and commissioners, and to ensure performance against agreed objectives and targets. Supporting the CEO in providing operations support, performance management and quality assurance to across key Switchboard projects.
- To support the efficient management of project budgets and organisational resources alongside the CEO, treasurer, and finance officer.
- To support the integration of digital solutions and models of working at Switchboard, including embedding the use of our new CRM, CharityLog.
- Ensure value for money and robust contract management of all operational relationships and contracts such as IT, estates, finance and other areas as agreed with the CEO.
- Support with finance and HR administration including budgets and recruitment.
- Ensure all policies and procedures across the charity are clear, helpful and to best practice.
- To work in a way that ensures the involvement of a diverse range of LGBTQ people and to take account of issues of intersectionality.

## General Duties

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- To provide regular reports on project activities for the CEO and provide reports to funders as needed.
- To attend supervision sessions and contribute to team meetings.
- Take a leadership role in promoting and representing the organisation effectively to external stakeholders, and take on internal leadership role as relevant to support the CEO.
- Work with the CEO to ensure that the board of trustees receive appropriate advice and information on all relevant matters to enable Switchboard to fulfil its governance responsibilities in related areas of operations.
- To build and maintain positive relationships with a wide range of stakeholders locally and nationally, ensuring Switchboard is able to influence and support positive change. Including attending relevant local or national meetings and events when appropriate in order to receive and share information.
- To support the CEO with strategic planning and fundraising where necessary.
- Undertake such other duties as may lie within the scope of this post to ensure the effective delivery and development of the service

## Person Specification

EXPERIENCE		
1	Have excellent leadership, supervisory and interpersonal skills and experience	E
2	Experience of operational management including financial and HR administration experience	E
3	Experience of writing reports and giving presentations for a variety of audiences / stakeholder	E
4	Experience of working with commissioners and funders, working to delivery targets and deadlines	E
5	Experience of recruiting, managing and working with teams of staff and volunteers	E
6	Experience of working for a community organisation	D
7	Lived experience of belonging to the LGBTQ community / identifying as LGBTQ+	D
KNOWLEDGE		
1	Knowledge of the issues and experiences of LGBTQ people, including understanding of intersectionality and the specific issues faced by different LGBTQ people and groups – including people of colour and older people.	E
2	Knowledge of and interest in co-production and community involvement	E
3	Knowledge of key concepts and procedures around confidentiality, safeguarding, and other critical elements of frontline service provision.	E
4	Understanding of service provision and planning within the NHS and/or the local council (including commissioning and funding) and how it affects LGBTQ people.	D
5	Knowledge of evaluation and impact measurement tools	D
6	Knowledge of line management techniques and approaches, such as coaching skills, Trauma Informed practice, or other frameworks.	D
SKILLS AND ABILITIES		
1	Proven project management skills, including ability to manage multiple work programmes and to lead, motivate and manage a diverse team.	E
2	Ability to quickly build a rapport and working relationships with a range of stakeholders.	E
3	Excellent communication and networking skills, diplomacy, and the ability to develop and maintain positive relationships with a wide range of people and organisations.	E
4	Have good judgment and decision-making skills, ability to negotiate, influence and solve problems effectively.	E
5	A proven commitment to promoting equality, diversity and inclusion.	E
6	Excellent verbal and written communication skills, including presentation skills.	E
7	Proactive, able to take initiative, and to work independently.	E
8	Ability to contribute to funding bids for the continuation or expansion of projects.	D
9	Ability to manage change and to deal calmly and confidently with emotional and challenging situations.	D

These skills and competencies will be tested in the application form and subsequently within the interview process.

For more information, contact Jacob Bayliss at [Jacob.Bayliss@Switchboard.org.uk](mailto:Jacob.Bayliss@Switchboard.org.uk)

Application forms can be downloaded from [www.switchboard.org.uk/jobs](http://www.switchboard.org.uk/jobs)

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## ABOUT SWITCHBOARD

Switchboard is a charity for LGBTQ people looking for a sense of community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations.

**Our vision** is for an inclusive and diverse society where all LGBTQ people can realise their own unique potential

**Our mission** as a charity run by and for LGBTQ people working to understand and respond to the needs of all LGBT communities. We do this by;

- **Listening** to the needs, worries and concerns of individuals,
- **Informing** individuals of what support is available and making the connections as well as informing policy makers about LGBTQ inequalities
- **Developing** new services, only when we have established a gap and ideally in partnership with others.

**Our values:**

- Supportive
- Friendly
- Inclusive
- Professional
- Passionate

## OUR SERVICES

**Our current services include:**

- **Helpline:** a supportive, non-judgemental, confidential space run by trained volunteers who listen, inform and support - via a telephone helpline service plus email and web chat support.
- **Trans Survivor's Project:** a dedicated project supporting trans and/or non-binary people who have experienced sexual violence - the first of its kind in the UK.
- **Older LGBTQ Project:** social and support drop-ins, trips, training, consultancy and other activities, to reduce isolation and increase well-being.
- **Health & Inclusion Project (HIP):** engages the LGBTQ community in health and wellbeing issues, and gives them the opportunity to have a say about the issues that matter to them.
- **LGBTQ Disability Project:** creating safe, confidential spaces across the city for LGBTQ disabled people to meet monthly and socialise. We work with the group to prompt LGBTQ venues to become more disability-aware and inclusive.
- **Rainbow Café:** a regular meet-up for LGBTQ people living with dementia or concerned about memory loss. Friends, loved ones and carers are welcome.
- **Trans Link Project:** a social prescribing project that aims to link trans and/or non-binary individuals into health and wellbeing activities across the City.
- **LGBTQ Inclusion Award:** a training and consultancy award programme to support services in creating inclusive and affirmative environments for LGBTQ patients, clients, or customers.

## Guidance on Completing Your Application

Thank you for the interest you have shown in our vacancy.  
These notes are to help you make the most of your application.

We short-list based solely on the information in your application form, so please ensure that you follow the guidelines for completing the form and that you address each point marked **E** on the person specification so that we can assess your suitability for the role.

Page 6 of the application form asks you to tell us about your ‘**Experience, Knowledge & Skills**’. In this section you must show how you meet the criteria set out in the person specification section of the job description. Switchboard requires the successful applicant to demonstrate **through specific examples** that they have both the knowledge, technical skills and experience to fulfil role requirements.

Some people find **STAR** to be a useful memory aid:

**Situation** – What? Where? When?

**Task** – What was the challenge?

**Actions** – What did you do?

**Result** – How did it end up?

The Person Specification will state what essential (marked using an E) qualities are required for the job. These are prerequisites for the job. Desirable qualities would be examples that would enhance your suitability for the post by are not prerequisites for the job. If you don’t meet a desirable point on the person specification you do not need to address it in your application.

Rather than just formal work experience, we are also looking for your capabilities, as we are aware that not everyone has had the opportunities to grow their job experience in the same ways. We value lived experience, so feel free to share experiences from work, from voluntary work and from your non-work life, equally. If who you are connects you to particular communities of LGBTQI people, please let us know that too.

## Demonstrating your Knowledge, Skills & Experience

For each of the Experience, Knowledge & Skills points in the Person Specification you must provide a **real example**, which describes how you have demonstrated what is required. Applicants who merely state that they have the knowledge and experience will not be short-listed for interview.

The example below gives an indication of the approach you should take for each of the points:

Experience Knowledge & Skills		
1	Experience of designing and delivering social research and/or community Consultations	

### Example of a poor response:

*I have experience of designing and delivering community consultations. I am extremely skilled when it comes to writing questionnaires and am passionate about community consultation. I have the skills and experience to be able to deliver research for Switchboard.*

### Why is it poor?

*This answer gives us no tangible evidence that the applicant has experience. They could have used a specific example of a consultation they were involved in, a training they had attended, or examples of times they had used certain skills or gained experience that would lend itself to delivering research.*

### Example of a good response:

*A large part of my role with my current employer is to administer and coordinate a research project regarding the health and wellbeing of people with over 60 years old who take up health walks for our local GP consortium. This research project is looking into the positive impact that walking in later life can have on the health and wellbeing and social isolation of older people talking up both exercise and a group activity. This research included coordinating focus groups, telephone discussions, and online/paper questionnaires. The final report with recommendations was presented to the GP consortium (I gave a power point presentation) has been used in a national health project. In another role I was required to conduct interviews with service users at various stages in a research project, write questionnaires and put this data into a useable format to be analysed. Alongside this, I have written and handed out questionnaires to older people and agencies that work with this client group in the local community, to find out what they would like from services and what they think is missing. This information has been used this information to set up extra services that run alongside the lunch club for people suffering with the after effects of a stroke.*

### Why is it good?

*This person gives several specific scenarios in which they have demonstrated their ability to design and deliver social research. They explained what they were responsible for and helped us understand how they did it.*

Please note that, due to our high volume of applications, we are unable to provide feedback for those who fail to make the shortlist for interview. You will be notified on the outcome of shortlisting.

## GDPR AND OUR APPLICATION PROCESS

### DATA YOU SHARE WITH US

Any data that you share with us in your CV and supporting letter will be used for recruitment purposes only. We have a legitimate interest to some of this data in order to shortlist your suitability to the post.

### WHO WILL SEE THE DATA

The only people viewing the data will be those receiving the application, those shortlisting for the post and those on the interview panel. Should you be offered the post, then the Administration Officer will then have access to your personal data to set up the HR systems that are required for the role.

### WILL WE SHARE YOUR DATA?

Your data will not be shared outside of Switchboard. It maybe that an external stakeholder is invited to be on the interview panel and in this instance systems will be put in place to ensure that data does not leave Switchboard.

### WHERE WE FIND CANDIDATE DATA

The only data that we would have about you is anything that you chose to share with us through your application form. We will not search for additional information about you.

### HOW WILL WE PROCESS YOUR DATA

Your data will be sent to us via email and will be kept on our shared drive for the purposes of shortlisting and interview. Those shortlisting will have access to a copy of your application. This may be printed in a hard copy for interviews to look at. Any data that identifies you would be omitted from any hard copies printed and all copies would be destroyed after the interview process. **Your demographic data will not be shared with anyone involved in the recruitment process and will be held separately and anonymously.**

### HOW LONG WILL WE KEEP YOUR DATA

All data will kept for one month after the shortlisting and interview process, after this time it will be destroyed. Should you be offered employment then this data may be transferred to your HR file.

### YOUR RIGHTS

You have the right to be forgotten, to rectify or access the data we have about you, to restrict processing, to withdraw consent and to be kept informed about the processing of your data.

### HOW WE PROTECT YOUR DATA

Our general privacy policy can be found <https://www.switchboard.org.uk/privacy-and-cookies/>