



Operational Manager First Base Job Description

Ref: 182

Job Summary

The post holder will be the Operational Manager of First Base and will have overall responsibility for staff management, service delivery, development, and all day-to-day issues of operations.

Responsible to

Senior Manager Support Services

Director, Advice and Support Services

Chief Executive, BHT Sussex

Board of Management

Significant Working Relationships:

BHT Sussex staff

Local Authority

CGL Street Outreach Team

Agencies and projects providing sessional input to First Base

Relevant statutory and voluntary organisations concerned with the interests of clients

Duties / Responsibilities

1. General Responsibilities

- 1.1. To be responsible for the efficient and effective delivery of First Base services.
- 1.2. To co-ordinate and ensure the smooth running of First Base. This includes ensuring incidents are handled appropriately and safely, prioritising work in the centre each day and planning staffing levels.
- 1.3. To monitor and report on relevant financial and performance targets.

- 1.4 To ensure that work with other agencies is co-ordinated and appropriate.
- 1.5 To ensure that BHT Sussex and First Base policies and procedures are adhered to.
- 1.6 To ensure that the building is safe, maintained, repaired, and functional.
- 1.7 To ensure that work undertaken under different contracts and funding agreements is completed, appropriately recorded, on-track and reported.
- 1.8 To be responsible for health and safety.
- 1.9 To attend relevant external forums and meetings.
- 1.10 To represent the service positively within the local community and public in person and using social media.
- 1.11 Together with the Senior Manager, co-ordinate the provision of emergency shelters during times of severe weather.
- 1.12 Together with the Senior Manager, ensure the successful delivery of projects commissioned to run from the service.
- 2. **Staff Management:**
 - 2.1. In conjunction with the Senior Manager, recruit new staff.
 - 2.2. To be responsible for staff induction and training.
 - 2.3. To provide regular staff supervision and staff appraisals.
 - 2.4. To arrange and attend regular team meetings.
 - 2.5. To promote and develop psychologically informed practice within the service.
 - 2.6. To undertake all line management responsibilities as set out in the contract of employment and staff handbook.

3. Administration and Monitoring:

- 3.1. To ensure appropriate manual and computerised administrative systems are operating and used effectively.
- 3.2. To ensure effective means of monitoring outcomes and impacts.
- 3.3. To maintain and develop appropriate case recording systems.
- 3.4. To produce monitoring and evaluation reports, as necessary.

4. Financial

- 4.1. To ensure that the financial resources of the service are used efficiently.
- 4.2. To assist with budget preparation.
- 4.3. To ensure that expenditure is monitored and to be responsible for authorising expenditure within budget and in accordance with the BHT Sussex financial procedures.
- 4.4. To work with the Senior Manager and fundraising team to generate income for the project.

5. General

- 5.1. To develop a close network of communication, co-operation, joint projects, and skills exchange with other agencies in the community.
- 5.2. In conjunction with the Senior Manager and other staff, to ensure that BHT Sussex Equal Opportunities policy is adhered to.
- 5.3. To undertake such other duties appropriate to the grade and character of the work as may reasonably be required.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must

only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.