



Post of

Operations Manager

(Maternity Cover)

Job Specification & Job Description
Including Eligibility Criteria and Appointment Notes

Job Ref: OM-04/25 (MC)

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Job Title – Operations Manager

Location – Richhill

Reporting to – Head of Operations Manager

Contract: Temporary/Full time: 37.5 hrs per week

Salary - £28,985 (under review) per annum

INTRODUCTION

Completed application forms must clearly demonstrate the qualifications, experience and skills sought, and must be returned to incredABLE before 4pm on **Thursday 1st May 2025**.

CV's or other supplementary material will not be accepted in place of, or in addition to, completed application forms.

It is anticipated that interviews will be held w/c Monday 12th May 2025.

Organisation Overview

People living with a learning/intellectual disability and/or autism often experience boundaries with life opportunities.

We work to change that.

Through social, recreational, and skills-based experiences, incredABLE creates opportunities for incredABLE people to feel empowered to make choices, discover talents, realise passions, and build a meaningful life within a supportive community where they can thrive.

We want to inspire families, empower individuals, and include communities across the Southern Health and Social Care Trust area via greater choice and opportunity for engagement.

1.0 DUTIES AND RESPONSIBILITIES

SUMMARY OF JOB:

This role will sit within the Operations team, reporting to the Head of Operations. The individual will be responsible for the following services, which currently include BIG, BIG Groups, BIG Short Breaks, Holidays, Camping, Youth Clubs and incredABLEy Caring.

KEY RESPONSIBILITIES

Role Specific Responsibilities

Service Delivery and Development

- Process referrals from Southern Health & Social Care Trust keyworkers, self-referral's and others.
- Completion of relevant paperwork, including person-centered and family centered support plan, sharing agreement with family/carer and assessment of individual needs.
- Ensure that an appropriate budget and activity plan has been agreed with families to meet the needs of the family and individual.
- Manage service budgets under the direction of the Head of Operations.
- Ensure that there is appropriate engagement with families, in line with the standard operating procedures. Involving individuals and their families in the delivery of the service.
- Maintain waiting list for service; collate & analyse data, present reports on service to head of operations/director.
- Ensure that there are appropriate venues & transport, when required, and that they have been risk assessed.
- Ensure that the delivery of incredABLE's services is of the highest standard.
- Complete invoicing for services within 5 working days of staff report submissions.
- Assist in the development of new projects.

- Deliver against appropriate performance measures and indicators which enable incredABLE to produce evidence of its operational achievements against set targets.
- Deliver emergency support as well as support regular services within a busy schedule.

Human Resources and People Management

- Manage a dedicated team of support workers, project workers and senior project workers, providing specialised support in a context of bespoke services or other support services for children and adults with learning disabilities and/or autism.
- Ensure there are sufficient, appropriately trained staff to deal with changes in demand for the services.
- Ensure that appropriately skilled and experienced staff match the needs of BIG participant (Recruitment – i.e. JD, advertise, interview, shortlist, appoint, induct) - Contribute to staff recruitment, induction and training.
- Ensure that incredABLE is confirming, complying and delivering to standards set by statutory funders, legislative requirements and incredABLE own policies.
- Ensure any complaints are raised with the Head of Operations and are dealt with promptly and effectively.
- Ensure adherence to HR policies and procedures.
- Manage staff schedules for services ensuring adequate cover is available when needed.
- Provide ongoing support and supervision to staff team including the completion of staff support and supervision, annual appraisals, staff development and identifying staff training needs.
- Review and approve staff expenses, in line with agreed training and subsistence procedures.

Funding and Reporting

- Contribute to applications for new/existing funding opportunities.

- Ensure that reporting deadlines with various funders are met.

Project and Stakeholder Management

- Attend and contribute to meetings with project funders, as required, to discuss performance against project objectives.
- Collate communication and feedback from stakeholders to ensure continuous development and improvements to services for both children and adult services.
- Ensure relationships with key external agencies are developed and maintained and, in agreement with the Head of Contracts and Projects, attend key external agencies and stakeholder forums.

Communication and Public Relations

- Contribute to the increase of incredABLE's social media profile and reputation.
- Ensure that all communication channels are open and that information flows appropriately.
- Promote services to maximise participation.

Other Duties

- Ensure confidentiality at all times, only releasing confidential information obtained during employment to those acting in an official capacity and in accordance with the provisions of GDPR, Data Protection Act and amendments.
- Promote the aims and objectives of the organisation.
- Commit to and work within the code of conduct, mission, values and objectives of incredABLE.

The above list is not exclusive or exhaustive and the postholder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All staff is required to be professional, co-operative and flexible in line with the needs of the post and the organisation.

Staff representatives of incredABLE are expected to treat all those with whom they come in contact with courtesy and respect. Occasional evening and weekend work including staying away from home is also a feature.

PERSONNEL SPECIFICATION

SELECTION CRITERIA

The below person specification shows essential experience, skills, abilities, knowledge, qualities and/or qualifications required to be able to carry out the duties of this post. Applicants must be able to demonstrate that they meet the following essential criteria in their written application and at interview if selected. Please therefore address, in completing the application form, each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

Eligibility Criteria

Criteria	E or D *	S or I **
Qualifications		
Level 5 Certificate (i.e. not award) in Leadership & Management (or working toward obtaining Level 5 on appointment)	E	S
Relevant qualification to the role e.g. ILM	D	S
Experience		
Two years' experience co-ordinating services for people with a learning/ intellectual disability and/or autism or equivalent	E	S
Experience in managing staff resource to meet service needs.	E	S
Experience of developing risk assessments, recording and investigation incidents, accidents and near misses.	E	S
Experience managing staff remotely, during difficult situations, such as if a participant displays particularly challenging behaviour or absconds.	D	S
Skills, Knowledge and Abilities		
Excellent interpersonal skills and the ability to communicate well with a broad range of people and forge effective working relationships.	E	S

Competent IT skills with working knowledge of MS Office products.	E	S
Ability to manage and motivate staff to deliver excellent performance.	E	S
Excellent written and oral communication skills and confidence to represent the organisation publicly.	E	I
Excellent planning, co-ordinating and networking skills.	E	I
Ability to prioritise and meet competing deadlines in a busy working environment.	E	I
Excellent attention to detail	E	I
A comprehensive knowledge of learning disability and/autism.	D	S
Knowledge of the wider community, and voluntary and statutory sectors in Northern Ireland and their roles in providing learning disability and autism services.	D	S
Requirements: Personal Qualities/Circumstances		
A flexible, inspiring and supportive colleague.	E	I
Self-motivated and a strong ability to plan your own work.	E	I
Commitment to the values of the organisation, policies & procedures & standards of conduct.	E	I
Willing to undertake relevant on the job and external training as required.	E	I
Commitment to the work of the organisation.	E	I
Be open minded, non-judgemental and have a willingness to question own attitudes.	E	I
Ability to empathise with service users regardless of race, gender, age, religion, nationality, marital status, sexual orientation or disability.	E	I

High level of drive and personal motivation to achieve results.	E	I
Enthusiasm and flexibility to adapt to changing circumstances and capitalise on new opportunities.	E	I
Ability to work flexible, unsociable hours including evenings, weekends and to travel throughout Northern Ireland at times demanded by the job.	E	S
***Access to a car or access to an alternative form of transport to meet the travel requirements of the job.	E	S
The successful candidate will be required to undergo an enhanced check via the Access (NI) Service before commencement of employment.		
*E = essential criteria D = desirable criteria **S = shortlisting criteria I = interview criteria *** = Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a licence.		

1.1 Short listing Criteria

Short listing will be carried out in respect of the Essential Criteria but in the case of a large number of applicants, we reserve the right to enhance the short listing criteria to include the Desirable attributes.

Please Note:

Only those applicants, who appear, from the available information as provided in a returned application form, to be most suitable, in terms of relevant skills, experience and ability will be invited to interview. It is therefore essential that you fully describe in the application form how you meet the experience and qualities sought. It is not appropriate simply to list the various posts that you have held. Assumptions will not be made from the title of posting(s) as to the skills and experience you may or may not have gained. Applications that do not provide the necessary detailed information in relation to each of the stated criteria will be rejected.

2.0 APPOINTMENT NOTES

- 2.1** The appointment will be to incredABLE. All appointments are subject to the satisfactory completion of a 6-month probationary period.
- 2.2** Duration: 9 Months (with potential for extension).
- 2.3** The successful candidate will start at the salary of £28,985 (under review) per annum based on 37.5hr week.
- 2.4** Annual leave entitlement is 35 days per annum, inclusive of statutory holidays.
- 2.5** The working week is 37.5 hours excluding meal breaks. (Actual working hours to be negotiated) However, as part of the normal contract of employment, appointees may be occasionally required to work variable hours, which will mean working into late evenings, at weekends or on Public Holidays.
- 2.6** The successful candidate will be given suitable training, including on-the-job training and formal specialised courses as necessary. Financial assistance with approved studies may be available.

3.0 GENERAL INFORMATION

3.1 incredABLE is committed to equality of opportunity in employment and welcomes applications from all suitably qualified candidates irrespective of religious belief, gender, disability, race, political opinion, age, marital status, sexual orientation or whether or not they have dependents. All applications for employment will be considered on the basis of merit. To demonstrate our commitment to equality in employment we need to monitor the community background of all employees and job applicants as required by The Fair Employment and Treatment (NI) Order 1998. Therefore, we require all job applicants to complete and return a Monitoring Questionnaire in a sealed envelope, (provided for this purpose). Personnel involved in either the short-listing or interview selection processes will not see its contents. If you do not complete this questionnaire, and return it with your completed and signed Application Form, we will not be able to process your application to the next stage of selection.

3.2 A detailed Contract of Employment will be issued to the successful candidate within 8 weeks from the date of commencing work.

**3.3 THIS CORRESPONDENCE SHOULD NOT BE TAKEN AS
CONSTITUTING THE PROPER TERMS AND CONDITIONS OF
EMPLOYMENT FOR THIS POST.**