

Centre for Independent Living NI

Operations and Business Manager

Recruitment Pack

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1. Chief Executive's introduction

Thank you for your interest in joining the team at the Centre for Independent Living NI (CILNI). CILNI is an organisation supporting disabled people in their independent living choices and in particular provides a range of services for people using or considering using Direct Payments / Self Directed Support.

CILNI operates a regional information and advice service under a service agreement with the Health and Social Care Board and operates a payroll bureau for over 2,000 clients who employ their own personal assistants. In addition the charity provides training to assist service users develop the skills and competence to be good employers, training for health professionals on issues around independent living and Direct Payments and development work in relation to Self-Directed Support.

Following a management restructure, after the recent retirement of CILNI's founding CEO, we are currently seeking an Operations and Business Manager to lead an operations team, support the management team on HR issues and manage the development of new CILNI projects. The Operations team, which works out of an office in south Belfast, provides general HR, information and account services to the charity. The new CILNI strategy for 2019 – 2022 will identify new services that the board plan to develop to support its charitable aims. The post-holder will work in partnership with key stakeholders and will be instrumental in leading this new exciting phase of the charity's development as we work with disabled people to make independent living in Northern Ireland more of a reality.

If you like the sound of this challenge and have the credentials and self-confidence to rise to it, then we'd love to hear from you. We would especially encourage applications from disabled people.

Come and be part of something exciting.

Best wishes



Bryan Myles
Chief Executive

2. About the Centre for Independent Living NI

We work together to enhance independence.

Our vision is to create a world where disability is not a disadvantage, as envisaged by the social model of disability.

Our mission is to deliver a range of quality services, which meet the needs of disabled people in Northern Ireland in a manner which facilitates their right to independent living in an inclusive society

Our five values how we work

- *Teamwork* - providing support to one another, working collaboratively and co-operatively, respecting one another's views and making our work environment an enjoyable and rewarding place to work
- *Excellence* - always striving for excellence and quality in everything we do
- *Commitment* - working with urgency and commitment to achieve best possible outcomes for members, clients and the organisation
- *Professionalism* - at all times acting with integrity and expertise, providing a quality service and being reliable and responsible

CILNI in numbers

- We have been operating for 17 years
- We dealt with approximately 9,000 enquiries to our information and advice service in 2017/18
- We have over 2,000 payroll service clients across Northern Ireland
- We are governed by a board directors selected from the CILNI membership
- We employ 30 staff across Northern Ireland
- We have four offices; our head office in Belfast with other offices in Armagh, Magherafelt and Omagh
- Our annual income in 2017/18 was approximately £850,000

3. Job description

Role:	Operations and Business Manager
Accountable to:	CILNI Chief Executive
Annual Leave:	20 days per year plus public holidays
Location:	CILNI Head Office, Belfast. Occasional travel throughout Northern Ireland will be required.

Job Purpose

This is a management role within the organisation in which the post holder will be responsible for the day to day operations and contributing to the strategic development, growth and success of CILNI.

To support the CEO and act in a professional, proactive capacity that contributes to the strategic aims of CILNI and in particular to deliver sustainable services which enable disabled people to live more independent lives.

Main Responsibilities:

Operations and Risk Management

- To provide support and line management to the CILNI Operations Team
- To ensure the accurate maintenance of appropriate records, files and documentation in line with CILNI policies and procedures.
- To record and collate gaps and deficiencies in services and refer these on to the Chief Executive as appropriate
- To ensure adherence to quality assurance standards and codes of practice in line with changing requirements, legislative compliance and best practice.
- To ensure the confidentiality and security of property and personal data through appropriate policies and procedures
- To champion a proactive culture towards H&S across all CILNI locations
- To ensure that all equipment is maintained in an appropriate and safe manner with any defects being reported immediately
- To ensure appropriate risk assessments (H&S and Operational) are undertaken across all locations and all risks are minimised in line with CILNI policies and procedures
- To ensure all work is completed to a high standard in line with quality expectations

Business Development

- To assist the CEO in the development of new areas of social enterprise activities that help to fulfil the aims of the charity through research contracts, commercial partnerships and corporate sponsorship

- To proactively seek new partnerships with voluntary, statutory or private sector organisations to enhance CILNI's current service delivery
- To ensure appropriate processes are in place for the long term viability of services and advise the CEO and Board on the operational consequences of proposed actions

Human Resource Management

Assist the CEO in general HR activities including:

- To provide advice for line managers and staff on policies, procedures and employee relations queries
- To liaise with professional advisers to process and resolve queries ensuring due processes are followed
- To develop and improve induction processes to ensure the effective on boarding of new staff / volunteers in line with the values of the organisation
- To develop and improve appraisal processes to drive a supportive and high performing culture across the organisation
- To collate and plan any agreed development / training activities as required
- To review and update all HR policies and procedures to ensure compliance with employment legislation and best practice where appropriate
- To ensure all posts have up to date job descriptions

Other

- To work closely with other CILNI managers to ensure effective communication across the organisation and to maintain high standard of service
- To undertake such training and personal development that is identified and agreed by CILNI to ensure professional standards are maintained
- Any other reasonable tasks which are appropriate to the smooth running of CILNI

4. Person Specification

This role requires most, if not all, of the following and/or the potential to acquire the relevance experience and skills. 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.

ESSENTIAL

- A relevant professional qualification or third level qualification (or equivalent) OR at least three years' recent experience of management of people and resources, preferably in a social enterprise or voluntary organisation.
- An appreciation of the social model of disability together with some experience of disability issues.
- Excellent PC skills across all Microsoft packages.
- Integrity, honesty and respect for confidential information.
- The ability to work as a constructive and cooperative member of a small management team.
- A full UK driving licence and access to a car. Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a licence.
- Flexibility to meet the demands of the post including the need to travel as required.

DESIRABLE

- CIPD qualified.
- Personal experience of new project development and implementation within a social enterprise or charity.
- Excellent presentational skills.
- A good knowledge of how social services and/or social benefits engage with disabled people in Northern Ireland.

5. Summary terms of appointment

Contract Type

This is a permanent position with six months' probation

Location

The normal place of work is CILNI's office in Belfast. There will be a requirement to travel throughout Northern Ireland.

Contracted Hours

35 hours per week, excluding lunch breaks. Office opening hours are 9am - 5pm.

Salary

£30,000 - £35,000

Pay date

By the last day of each month

Pension

The employer's pension contribution is three per cent of annual salary

Summary of Benefits (under review)

- 20 days paid leave per annum and 1 extra day per year of service up to a maximum of 25 days
- 11 days paid bank holiday leave per annum
- Occupational sick pay scheme
- Employer funded health plan (under review)
- Free onsite car parking

6. Application Process

Tips on Completing the Application Form

- Make it easy for us! When we read your application we are looking for evidence that you have the skills and experience listed in the **person specification**. We read your application carefully but it makes it much easier for us if you set out your evidence as clearly as you can in the supporting statement section of the application form. You can do this by taking each element of the person specification and providing a few sentences under each to explain how you meet that particular requirement.
- Spell it out. If you say for example that you have been a training co-ordinator we cannot assume you have the skills to deliver training. You might have booked people onto the course. You need to say that you have delivered particular training courses to whom and in what circumstances.
- Give evidence rather than assertions. A statement “I am a great communicator” is not evidence. The following statement is better: “When I was working at [job] I had to explain [subject] clearly and simply to clients. Client feedback showed that they understood what I told them and valued my style”. That way we can see more clearly what you think good communication is and how you know you are a good communicator.

Application Form

If you would like to apply for this position please note the following information.

- Application forms will only be considered if they are word processed.
- Handwritten application forms will not be accepted.
- All sections of the application form must be completed in full and all information which is sought must be provided.
- Application forms received after the closing date will not be considered.
- CV's will not be accepted.
- Canvassing will disqualify.
- Evidence of educational and professional qualifications will be examined prior to appointment. If any of your qualifications are 'equivalent to' those stated on the Person Specification please provide evidence to show that your qualification is equivalent (i.e. examining body confirmation).
- Completed application forms should be submitted to **vivienne@cilni.org** or to the CILNI office in Belfast. Contact details are on the front page of the Information Pack. If returning applications by email typing your name in place of the signature is acceptable.

Reference Checks

We carry out rigorous reference checks on all potential employees and may make contact with previous employers for up to 10 years. Referees may be approached if you are shortlisted for interview, unless you specify otherwise.

Equal Opportunities Monitoring Form

- Please return the Equal Opportunities Monitoring Form with your application.

- We request this information to help us promote equality of opportunity in employment for all job applicants, regardless of sex, marital status, disability, community background or ethnic origin.
- Our recruitment policy operates on the merit principle, i.e. we select the best person for the job. Only the job application form is considered by our recruitment panel, who shortlist and interview for vacancies. The monitoring questionnaire is retained for compiling statistical information.

Vetting

Please return the Criminal Records Check Consent Form with your application. The successful applicant may be required to complete an Access NI check prior to the confirmation of appointment. Please be advised that the Centre for Independent Living adheres to the Access NI Code of Practice.

Interview Process

- Closing date for applications is **26th October 2018**

Candidates invited to interview should let us know immediately if they have any special requirements.