



***For the care and support of those bereaved, traumatised or injured
as a result of the
'Troubles'/Conflict in Northern Ireland
and survivors of Historical Institutional Abuse and
Mother and Baby Institutions,
Magdalene Laundries and Workhouses***

Applicant Information Pack

Director of Operations



This post is funded by the Victims and Survivors Service through the Victims and Survivors Programme administered on behalf of the Executive Office.



Dear Applicant,

Post: Director of Operations

Ref: DOO/REG/JAN25/

Thank you for your interest in the above post.

Short listing will be completed on the basis of the information you provide on the application form, therefore please ensure you fully complete **all relevant sections to help us make our decision. Please note that we do not accept CV's.**

Please find enclosed the following: -

- Our Mission and Values
- Job Description
- Personnel Specification
- Outline of Terms and Conditions
- Guidance Notes
- Employment Application Form and Monitoring Form (for completion).

We request that you complete and return this for statistical monitoring purposes.

For information on WAVE, please visit our website www.wavetraumacentre.org.

If you intend to complete and return the Application Form, please also complete and return the enclosed MONITORING QUESTIONNAIRE. This will be treated in confidence. We request this information to help WAVE promote equality of opportunity in employment. Our recruitment policy operates on the merit principle i.e. we select the best person for the job, regardless of religious affiliation, political opinion, belief, age, race, gender, marital status, sexual orientation or disability.

We would like you to know that: -

Only the Application Form is considered by our Recruitment Panel, who shortlist and interview for vacancies. The Monitoring Questionnaire is confidential to our Monitoring Officer who uses it for compiling statistical information and is not seen by the Recruitment Panel.

If you have any questions regarding the information enclosed, please do not hesitate to contact us.

I look forward to hearing from you.

Yours faithfully

Tracey Shirlow
Head of Human Resources

PLEASE NOTE: CLOSING DATE Tuesday 21st January 2025 at 1.00pm
Completed forms should be returned to
recruitment@wavetrauma.org



WAVE: Who we are?

WAVE, established in 1991, is a voluntary, cross community charitable organisation which offers care and support to anyone bereaved, traumatised or injured as a result of the Troubles/Conflict. **The philosophy and ethos of the organisation is one of inclusiveness, providing care for anyone irrespective of religious, cultural or political belief.** WAVE promotes a respect for life and an understanding of difference that is seen as enhancing rather than threatening. WAVE continually seeks creative ways of working through issues that have the potential to divide.

Over the years the violence in Northern Ireland has led directly to the deaths of over 3,600 people and resulted in over 40,000 serious injuries. The Cost of the Troubles Study (1997) estimated that, "At the very least 6,800 people have the experience of one of their immediate family - parent or sibling - being killed in a Troubles-related incident." The true cost, however, is much higher as the relatives of those killed and maimed have also suffered ill health, disruption of family relationships, impaired functioning, substance abuse and in some cases when their grief became intolerable, suicide.

Over the last thirty years the level of calls and referrals to WAVE has increased year on year. Referrals are received from those affected by violence more recently in addition to those injured, traumatised or bereaved across the last five decades. This indicates the necessity of providing the services offered by WAVE on a long-term basis.

To date WAVE has offered care and support to over 25,000 people, a cross section of adults, young people and children. WAVE works to utilise the benefit of every pound received in funding or donations for the benefit of clients. The organisation's management cost is extremely low at 8%, well below the recommended national level of 15%. WAVE offers exceptional value for funders and strong professional services for clients.

WAVE has extensive community-based Trauma Education Programmes, that staff member can access. These programmes have been refined and developed over 25 years and offer students a range of options to meet their learning needs. Trauma Education includes: -

- Short Trauma Courses accredited by the School of Education at Queen's University, Belfast under their Open Learning Programme.
- A BSc. (Hons) in Psychological Trauma Studies is delivered in partnership with the School of Nursing and Midwifery at Queen's University. It remains the only undergraduate trauma programme available in the United Kingdom and Ireland.
- A Postgraduate Pathway in Trauma Studies has been developed in partnership with University College Cork.
- Professional Development in trauma awareness and trauma informed practice for social work, midwifery and nursing students is delivered in partnership with the Schools of Social Work, Medicine and Nursing and Midwifery at Queen's University, Belfast.

WAVE has an extensive network of delivery processes across Northern Ireland. The organisation operates from six Outreach Centres in: Belfast, Armagh, Omagh, Ballymoney, Derry Londonderry and Killough and services such as Outreach Casework, Health and Wellbeing, Psychotherapy/Counselling, Advice/Welfare, Trauma Education, Personal Development, Training Opportunities and Complementary Therapies are available from all its Centre's. The organisation also has a number of satellite projects operating across a range of venues in response to local need. We also source services for those directly affected living outside of Northern Ireland.

Most recently WAVE are delighted to be able to deliver an extensive support programme for survivors of Historical Institutional Abuse (HIA) and the Mother and Baby Institutions, Magdalene Laundries and Workhouses (MBMLW). This will include a range of evidence based therapeutic, outreach and health and wellbeing support, welfare, educational programmes and support activities. Services will be delivered through our five regional centres and from our satellite projects to those survivors of HIA and the MBMLW living in Northern Ireland, Ireland, GB and further afield.

Organisation Profile

Job Title: Director of Operations

Job Reference No.: DOO/REG/JAN25/

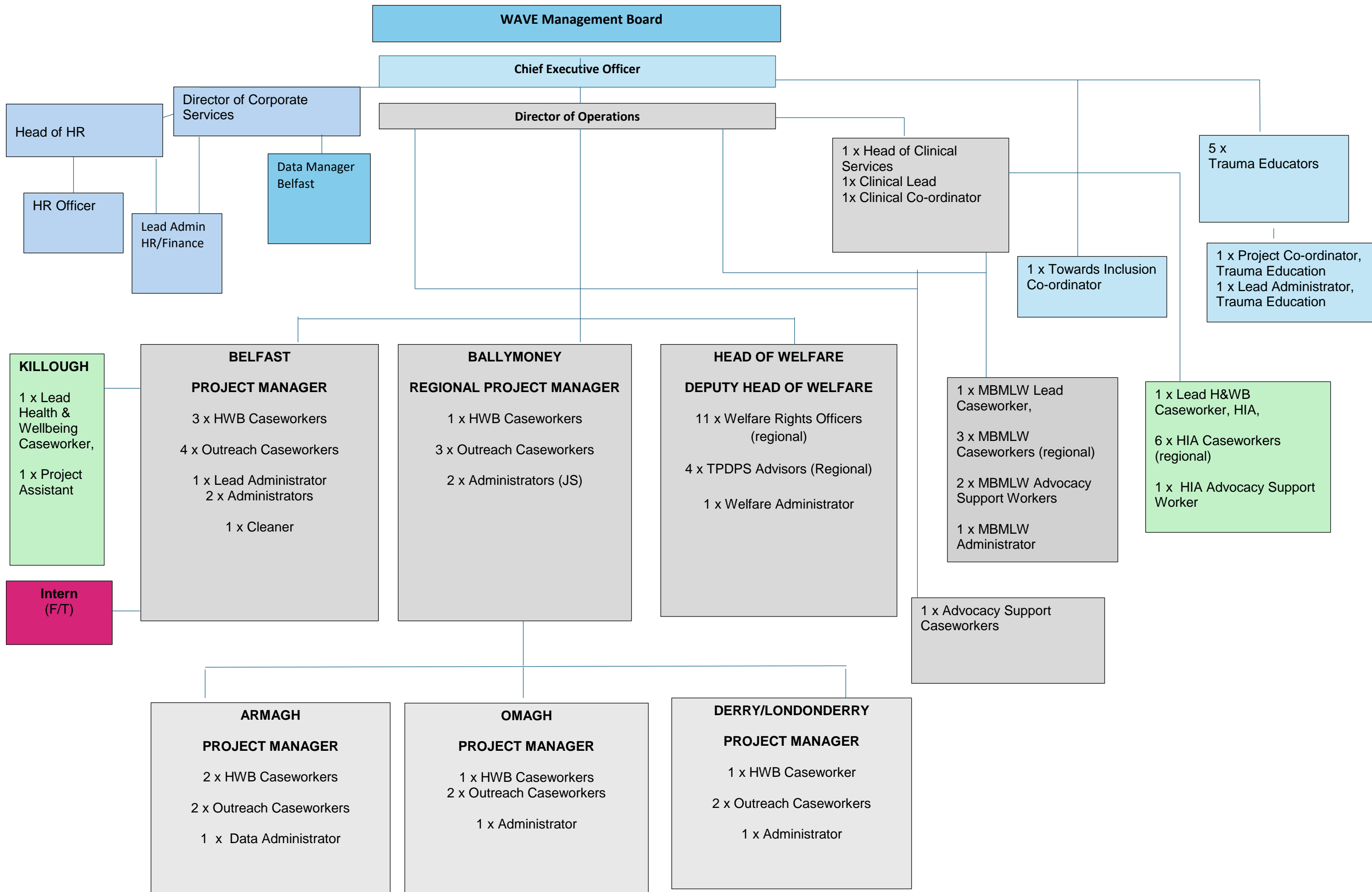
WAVE Trauma Centre's Mission and Values:

Mission: WAVE's Mission is to:-

- Serve people directly affected by the Troubles/Conflict in Northern Ireland, survivors of Historical Institutional Abuse (HIA) and survivors of the Mother and Baby Institutions, Magdalene Laundries and Workhouses (MBMLW).
- Empower individuals, communities and wider society through trauma education programmes.

Values: WAVE is committed to:-

- Empowerment of those bereaved, traumatised or injured by the Troubles/Conflict in Northern Ireland.
- Empowerment of survivors of Historical Institutional Abuse and Mother and Baby, Magdalene Laundries and Workhouses.
- Inclusivity in all our work.
- Working to promote the non-recurrence of violence.
- Equality and good relations as the foundation for our work.
- Continuous improvement through ongoing review of the provision of high quality, innovative evidence-based services.
- Responding to change and shaping delivery within the victim/survivor sector.
- Helping to build a shared and cohesive future to address the legacy of the past.
- Accountability to clients and to funders for the services and programmes delivered within effective financial processes.
- Partnership with other agencies to achieve better outcomes for clients.
- Continued development and recognition of our staff and volunteer team.



Job Description

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|--------------------|---|
| Job Title: | Director of Operations |
| Reports to: | Chief Executive Officer |
| Location: | Belfast is preferred location however, can be based in any of our regional centres. Postholder may be required to work from an alternative location should the need arise. |

Key working relationships:

Internal contacts:

- Management and staff
- Individuals and families (clients)
- Sessional personnel
- Volunteers

External contacts:

- Other community and voluntary organisations
- Statutory agencies
- VSS

Job Description:

We are seeking a Director of Operations to lead and manage the operational functions of our medium-sized charity based in Northern Ireland. As the Director of Operations, you will play a pivotal role in ensuring the efficient and effective delivery of our programmes and services, as well as driving the strategic growth of the organisation.

Main Responsibilities:

Operations:

- **Strategic Planning:** Collaborate with the executive team to develop and implement strategic plans and initiatives that align with the organisation's mission and goals.
- **Programme Management:** Oversee and manage the successful delivery of our programs and services, ensuring they meet the needs of our beneficiaries and are in line with our mission.
- **Operational Efficiency:** Identify opportunities for operational improvement and implement strategies to streamline processes, increase efficiency, and maximize resources.
- **Team Leadership:** Provide strong leadership to the operations team, fostering a collaborative and high-performance culture and ensuring effective teamwork and communication across departments.
- **Budgeting and Financial Management:** Work closely with the finance department to develop and manage the annual budget, ensuring financial sustainability and accountability.

- **Performance Monitoring and Reporting:** Establish key performance indicators (KPIs) and regularly monitor and report on operational performance, providing insights and recommendations for improvement.
- **Risk Management:** Develop and implement risk management strategies, identifying and mitigating operational risks to ensure the safety and well-being of staff, volunteers, and beneficiaries.
- **Stakeholder Engagement:** Cultivate and maintain positive relationships with key stakeholders, including funders, partner organizations, government agencies, and community groups, to enhance collaboration and support for our programs.
- **Compliance and Quality Assurance:** Ensure compliance with all relevant laws, regulations, and organizational policies, as well as quality standards and best practices in the charity sector.
- **Continuous Improvement:** Drive a culture of continuous improvement, encouraging innovation, embracing new technologies, and exploring opportunities for growth and expansion.

People Management

- Work in collaboration with HR in the recruitment and induction of new staff.
- Work in collaboration with HR in undertaking investigations, dealing with complaints and disciplinary actions.
- Implementing, reviewing and modifying company policies and procedures.

Business Improvement and Quality Management:

- Fully utilise Microsoft 365 for all processing of documents, letters and reports, emails and data input and retrieval.
- Ensure the management information system is updated on a regular basis according to set time frames and adhere to policies and procedures.
- Manage the security/processing of sensitive and confidential information in keeping with the requirements of GDPR legislation.
- Ensure that all records, manual and/or computerised are held securely and all information is treated as confidential as per WAVE's Data Protection policy and procedures.
- Report immediately to the Line Manager any concerns, including any potential risk to clients, students, staff or others, or any child/adult protection concerns or any matters impacting on clients or on the service or work being undertaken.
- Report immediately to the Line Manager any matter or concerns that may constitute reputational risk to WAVE.

Personal Development, Performance and Professionalism:

- Maintain high standards of personal accountability and ethical practice which are aligned with WAVE's values, ethos and policy and procedural frameworks.
- Ensure that the ethos of WAVE is promoted and that you act as an Ambassador for the organisation at all times.

Other:

- Undertake training as required.
- Undertake as required any work identified by the CEO.
- Attend WAVE staff, team and other meetings as required.
- Any other reasonable duties requested by the CEO/Management Board.

This job description outlines the core role of a Director of Operations as it is currently. Additional elements within grade and competence may be added as appropriate to meet the needs of WAVE.

Person Specification

Job Title: Director of Operations

| Selection Criteria | Essential | Desirable | Method of Assessment |
|--|-----------|-----------|----------------------|
| 1. Qualification/Education | | | |
| (i). Bachelor's Degree (Level 7) in Business Administration, Nonprofit Management, or a related field. A Master's Degree is preferred. | <u>✓</u> | | A |
| 2. Experience | | | |
| (i) Proven experience in a senior management role, preferably within the nonprofit sector. | <u>✓</u> | | A/I/R |
| (ii) Demonstrated experience in strategic planning and programme management. | <u>✓</u> | | A/I |
| (iii) Proficiency in project management, data analysis, and reporting. | <u>✓</u> | | A/I |
| (iv) Experience of leading and managing a dispersed team. | <u>✓</u> | | A/I/R |
| 3. Knowledge & Understanding | | | |
| (i) Demonstrable understanding of the charity sector in Northern Ireland, including relevant regulations, funding sources, and community dynamics. | <u>✓</u> | | A/I |
| (ii) Knowledge of risk management principles and experience in implementing risk mitigation strategies. | <u>✓</u> | | A/I/P |
| 4. Skills and Abilities | | | |
| (i) Evidence of leadership and team management skills, with the ability to motivate and inspire others. | <u>✓</u> | | A/I/R |
| (ii) Evidence of financial acumen and experience in budgeting and financial management. | <u>✓</u> | | A/I/T |
| (iii) Demonstrable communication and interpersonal skills, with the ability to build and maintain relationships with diverse stakeholders. | <u>✓</u> | | I/P/R |

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|--|----------|--|----------|
| 5. Other Requirements | | | |
| (i)*Current driving licence and access to a suitable vehicle (appropriately maintained and insured for business). (*This criteria will be waived in the case of an applicant whose disability prohibits driving but who is able to demonstrate an appropriate alternative means of meeting the mobility requirements of the post). | <u>✓</u> | | A |

A = Application Form I = Interview P = Presentation T =Test R = References

Outline - Terms and Conditions of Employment

The following information represents the key terms and conditions of this post and should not be viewed as a Contract of Employment.

Place of Work: Belfast would be the preferred location, however can be based in any of our regional centres.
Postholder may be required to work from an alternative location should the need arise.

Salary: £52,850 per annum (under review)

Hours of Work: 37.5hrs per week

Working Pattern: Monday – Thursday 9.00am – 5.00pm
Friday 9.00am – 4.30pm
Out of Hours work may be required by arrangement

Travel: You will be required to travel to other venues and our respective centres as and when required.

Pay Periods: You will be paid on the third last working day of the month.

Probationary Period: Normally six months.

Holidays: 25 days per annum (increasing with service) and 11 statutory days. The leave year operates from April to March.

Benefits:

- 8% employer pension (no employee contribution required)
- Mileage payable at 0.45p
- External Supervision
- Training and Development (free WAVE trauma education training)
- Support to complete Continued Professional Development (CPD)
- Employee Support Package: -
 - Increased annual leave
 - Christmas Eve off (if falls with working week)
 - A one-off 3 day award for a significant life changing event (moving house, marriage, civil partnership ceremony, graduation, holiday etc)
 - Healthcare cash back plan

Smoking Policy: WAVE operates a no smoking/vaping policy.

Pre-employment Checks:

The successful candidate will be required to undertake pre- employment checks which will include an Enhanced Access NI Disclosure check and satisfactory references.