



Post of Head of Operations

Job Specification & Job Description
Including Eligibility Criteria and Appointment Notes

Job Ref: HOO-07/25

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Job Title – Head of Operations

Location – Richhill (throughout Southern Trust Area (Armagh, Banbridge, Craigavon, Dungannon, Newry & Mourne)

Reporting to – CEO

Contract: Permanent / Full time

Salary- £35-40K per annum (depending on experience)

INTRODUCTION

Completed application forms must clearly demonstrate the qualifications, experience and skills sought, and must be returned to incredABLE before 4pm on **Thursday 17th July 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 21/7/25.

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.

Our mission-

Our mission is to deliver quality projects and services by inspiring, empowering and including the people we work with.

Our Vision-

Our vision is a society where individuals with a learning/intellectual disability and/or autism are supported, valued and included.



Our Values-

- **Commitment**
We are a passionate and dynamic staff and volunteer team who are committed to people first and supporting individuals to realise their own vision of being incredABLE.
- **Collaboration**
We believe in the value of working in collaboration and proactively seek out partnerships to make incredABLE things happen.
- **Creativity**
We strive for creativity in our bespoke approach to opportunities so that they are meaningful, participatory and uniquely incredABLE.
- **Community**
We see community as central to the incredABLE experience of inclusion and we work alongside communities to support engagement, access, and visibility of incredABLE individuals.



1.0 DUTIES AND RESPONSIBILITIES

SUMMARY OF JOB:

The Head of Operations is responsible for the effective delivery of all services in the organisation's strategy to creating meaningful social, recreational, and educational opportunities for people with a learning/intellectual disability and/or autism throughout the Southern Health and Social Care Trust Area.

The Head of Operations provides strategic leadership in the development and delivery of effective and innovative services for people with a learning/intellectual disability and/or autism and their families.

The Head of Operations plays a strategic role in the Senior Leadership Team. Reporting to the CEO, they work in close collaboration with other members of the Senior Leadership Team and Service Managers as well as with all staff within their team and across the organisation.

The Head of Operations demonstrates the charity's core values in all aspects of carrying out the role.

The Head of Operations will execute the business plan and achieve financial results by leading, managing, and holding the team accountable for agreed upon commitments. You'll remove obstacles and barriers, manage major projects, standardise and systematise work, and integrate all major functions of the business.

You should be a responsible leader with an analytical and strategic mind and have a broad knowledge of the sector. There is an expectation that the postholder will be enthusiastic, innovative and creative in their approach.



KEY RESPONSIBILITIES

Role Specific Responsibilities

Service Delivery and Development

- To develop and manage innovative community-based services, creating meaningful social, recreational, and educational opportunities for people with a learning/intellectual disability and/or autism.
- To work proactively with the CEO and senior leadership team to ensure a coordinated approach to service delivery and development.
- To ensuring all services and projects comply with all contract, funding and service level agreement requirements.
- To ensure all services meet performance targets and Key Performance Indicators.
- To actively promote user empowerment and participants' rights agendas.
- To maintain the market position, profile and reputation of services internally and externally.
- To ensure the effective co-ordination of services by working pro-actively with external partners and agencies to deliver accessible, appropriate and high quality services to our participants.
- To oversee the development, implementation and review of performance measurement systems and procedures of all services, including 'soft indicators' and provide monitoring information as required by the CEO, Board and funders.
- To undertake regular evaluation activities to ensure services and projects continue to meet their objectives and the needs of their service users, empowering service users to have real influence over the services they receive.
- To work with key stakeholder groups to identify gaps in services and service user needs, and to develop and establish innovative and responsive services to meet those needs.
- To ensure the application of the organisation's Equal Opportunity policy so that all services are accessible and appropriate to all potential users.
- To apply all organisation policies and procedures in accordance with best practice, and promote a culture of quality improvement through continuous service and policy development.
- To ensure all services fulfil health and safety requirements under current legalisation and organisational policy, and to apply appropriate assessments and management measures.
- To review and maintain standard operating procedures to ensure incredABLE meets its agreed strategic objectives and is adhering to policy and procedures

People Management

- To lead and manage all service operations staff, in particular promoting a culture of affirmation, openness, mutual support and enthusiasm for personal learning and development.
- To take direct line management responsibility for managers and staff including delivery of regular formal supervision and annual appraisal to the Service Managers, staff development and identification of staff training needs.



- To develop the skill, competence and capacity within the services teams.
- To ensure any performance issues, grievances and disciplinary issues are dealt with effectively and according to procedures and best practice.
- To monitor levels of absence and promoting active management of concerning absence.
- To contribute to staff recruitment, induction and training.
- To promote information exchange and staff involvement in service development.
- To support and sponsor the application of Equal Opportunity Policy to ensure that all staff have the opportunity to develop and that diversity is valued.
- To ensure adherence to HR policies and procedures.

Finance

- Work with CEO/ Finance Manager to establish annual budgets and manage the departmental budget to ensure the most efficient and effective use of resources.
- Ensures financial objectives and cashflow of organisation is maintained, through production of monthly budget variance reports and cashflow forecasting.
- Ensures all financial reports, returns and invoices are delivered in a timely and accurate fashion.
- Ensures effective financial control and funding compliance at all times.
- Ensures all internal financial procedures and audit requirements are adhered to.
- Liaise with the CEO in the preparation of applications for tenders and grants.

Corporate and Strategic

- Contribute to the strategic and corporate direction of the organisation by playing an active role in the Senior Management Team.
- Monitor, evaluate and review service provision to ensure incredABLE is working to the highest standards.
- Take the lead in the risk management process, identifying risks, recording risks in the corporate risk register and reporting to the Board.
- Report directly to the CEO and contribute to Board of Trustee meetings as required.
- Take on new designated leads in service or business activity in negotiation with the CEO which are in keeping with the overall role.

Representation/ External Networking

- Maximise opportunities to increase incredABLE's profile and reputation and seek networking and other influencing opportunities.
- Develop collaborative working with the learning disability and autism & wider voluntary sector.
- Proactively increase our profile with local political representatives, councils, health trusts and others.
- Ensure strategic relationships with key external agencies are developed and maintained and take an identified lead for liaison with key external agencies and stakeholder forums.
- Play a key role in working and building relationships with key strategic partners in pursuing potential funding opportunities.



Other Duties

- Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity and in accordance with the provisions of GDPR, Data Protection Act and amendments.
- Maintain awareness of the organisation's objectives and provision and compliance with all procedures, policies and regulations.
- 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.



2.0 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		
A third level qualification in a relevant discipline OR Five years experience managing a business support function.	E	S
Relevant qualification to the role e.g. Accounting qualification, HR qualification, ILM	D	S
Experience		
Three years' experience in a business support environment, managing a multi-disciplinary team to achieve agreed objectives.	E	S
Experience in setting and managing a budget of approx. £500k to £1m.	E	S
Experience managing a relationship with out-sourced business partners.	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.

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.



3.0 APPOINTMENT NOTES

- 3.1 The appointment will be to incredABLE. All appointments are subject to the satisfactory completion of a 6-month probationary period.
- 3.2 The successful candidate will start at the salary of £35-40K (depending on experience) per annum based on 37.5hr week.
- 3.3 Annual leave entitlement is 35 days per annum, inclusive of statutory holidays.
- 3.4 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.
- 3.5 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.

GENERAL INFORMATION

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.

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

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

