



JOB DESCRIPTION

Operations Manager (Haven) – Hillington Recycle

The Rehab Group is a charity that provides services for over 20,000 adults and children, and champions the value of diversity and inclusion for people with disabilities or disadvantage in their communities throughout Ireland and the UK.

We work with people with disabilities, people on the autism spectrum, people with mental health difficulties, people who are disadvantaged in some way in the labour market, and people who want a fresh start.

Our VISION is of a charity that champions the value of diversity and inclusion for people with a disability or disadvantage, in their communities. Together, we will constantly learn and seek to provide excellent services to foster and enhance social and economic independence.

Our MISSION is helping the people we serve to be more independent; helping them to contribute to and be more included in their communities; empowering them with the skills and confidence to be active in the workforce; and supporting them to be in charge of their health and wellness.

Our VALUES underpin all we do, shape who we are and how we work with one another, in our organisation and in the community:

Advocacy: Challenge exclusion and promote inclusion

Quality: Strive for excellence in all aspects of our work

Dignity: Respect the unique worth of every person (that includes people who access our services, families, employees and volunteers)

Justice: Act with integrity, honesty, commitment and accountability in everything we do to ensure equity, fairness and transparency

Team Work: Foster an environment that encourages change, growth, trust in our organisation and in partnership with others, working together as one Rehab team

HR: Recruitment	HR50
TITLE: Job Description	Date: March 2017 Page 1 of 5
Issue 1 – 1 st Review	



JOB DESCRIPTION

Operational Manager (Haven) – Hillington Recycle

Region/Department: UK: Haven Enterprises – Hillington Recycle	Signature of Job Holder: Date:
Reports To (Title): Senior Operations Manager - Haven	Signature of Manager/Supervisor/Head: Approved/Date:
Cost Centre and Job Number:	Evaluated Grade: Date:

1. **JOB PURPOSE**

(Explain in two or three sentences the main purpose of the job and why the job exists and how it contributes to the departmental end results)

The Operations Manager post is responsible for the safe, viable, compliant and sustainable operation of the Recycle business located in Hillington and their primary purpose of creating long term employment opportunities for those disadvantaged by disability or social circumstance.

The primary objective of the post is to manage the business on behalf of a stakeholder group that includes Haven Enterprises, Commercial customers, employees and public bodies and to successfully meet a matrix of agreed goals and expectations.

2. **MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE/TRAINING/KNOWLEDGE**

(Indicate the minimum recruitment specification and also the ideal person specification and the preferred minimum qualifications and skills for fully satisfactory job performance and to meet expectations)

Formal Education / Training Include any specialised education and qualifications needed to do the job.	A third level qualification or equivalent (QCF Level 5)(UK) or relevant proven equivalent operation experience at a senior level. Evidence of ongoing CPD
Work Experience Clarify the minimum years of total work experience and other relevant work experience required to do the job	<ul style="list-style-type: none"> ▪ 3 - 5 years experience of management within a relevant operational manufacturing environment ▪ An experienced manager with strong operational competency. Able to ensure that the function or service area(s) operate effectively and in compliance with legislation, policies and procedures, recommending changes/improvements where appropriate ▪ Experience of the Supported Employment sector would be an advantage. ▪ Experience of manufacturing or recycling environments would be an advantage.

HR: Recruitment	HR50
TITLE: Job Description	Date: March 2017 Page 2 of 5
Issue 1 – 1 st Review	



<p>Skills and Knowledge Include any specialised skills or knowledge needed for the job.</p>	<ul style="list-style-type: none"> ▪ A commitment to living the organisational values of Team work, Dignity, Justice, Advocacy and Quality. ▪ A results-focused manager with strong people management skills. ▪ Good knowledge of efficiency measures/tools and safe working practices in a commercial environment. ▪ A track record of driving business change in pursuit of operational excellence. ▪ Ability to analyse complex problems and develop workable options. ▪ Ability to effectively build the Operation’s human resource capability, developing a highly productive workforce and ensuring that its processes allow the organisation to run effectively. ▪ Strong written, oral and interpersonal skills with a proven ability to engage with and influence all relevant key stakeholders. ▪ Commitment to promoting and advocating for the rights of people with a disability/disadvantage. ▪ Ability to demonstrate a thorough understanding of management accounts ▪ IT literate with to ability to operate an asset management system ▪ Comfortable presenting to individuals, small and large groups. ▪ Knowledge of SEPA and relevant waste management processes and legislation
--	--

HR: Recruitment	HR50
TITLE: Job Description	Date: March 2017 Page 3 of 5
Issue 1 – 1 st Review	



3. JOB DUTIES AND RESPONSIBILITIES

Explain in not more than eight points the principal accountabilities that the job must achieve. Each accountability statement should explain what is being done, to what, why it must be done, the targeted performance level and how to achieve it. For example, develop and recommend (WHAT IS DONE) sales and revenue budget (TO WHAT) to meet planned growth (WHY) on annual basis by 1st January (TARGET) by understanding the external environment and internal business direction (HOW).

	Job Area (What is done, and to what, and why)
1.	Manage production to order schedules within agreed budgets in order to achieve the planned financial outcomes.
2.	Annually review the strategic plan for the business you are responsible for that will meet stakeholder expectations and underpin long term stability, consistent with Haven Enterprises core charitable purpose of providing commercially viable long term employment opportunities for those disadvantaged by disability or social circumstance.
3.	Maintain and update the monthly Management Information matrix to inform on the performance of the business for which you are responsible in order to report consistently on progress toward achievement of planned outcomes.
4.	Encourages, empower and enable 'employee progression' by utilizing development programmes to meet stakeholder and length of service targets whilst supporting and sustaining the core competencies of the business to meet customer requirements..
5.	Manage all production areas within area of responsibility to ensure safety and quality compliance to agreed standards carrying out investigations and or formal rectification actions as and when appropriate. This role carries specific responsibilities under SEPA legislation as the nominated person in charge in respect of environmental and waste management procedures.
6.	Plan, schedule, organize and oversee production schedules, stock levels, and daily operations to ensure continuity and effectiveness of production and take appropriate action as and when required, making contingency plans where appropriate to manage risk
7.	Contact customers with specified timeframes in order to ensure their requirements on orders are met and targets are achieved.
8.	To the agreed weekly schedule, check all employee time and attendance records and clear all relevant exceptions ensuring that all employee clockings and absences are recorded to ensure an accurate record of worked hours that can be authorized and passed for payroll processing in line with the set 4 weekly payments.

HR: Recruitment	HR50
TITLE: Job Description	Date: March 2017 Page 4 of 5
Issue 1 – 1 st Review	



4. COMMUNICATION AND WORKING RELATIONSHIPS

(Explain the relationships involved with what type of people and what level of communication skills and explain reasons for communications both within and outside the organization with which this job has to interact)

Typical Level of Interaction <i>Select one only</i>	<input type="checkbox"/> Standard: Typical interaction is to request and provide information. Courtesy, tact and effectiveness are required. <input checked="" type="checkbox"/> Advanced: Influence using logic and facts. Communication is important but not critical to the achievement of job objectives. <input type="checkbox"/> Expert: Win the hearts and minds, changing opinion of people. Critical in achieving the job objectives.
Primary Audience (Internal) <i>Identify key parties</i>	<ul style="list-style-type: none"> ▪ Operations Management and Leadership Teams ▪ All staff within the network area ▪ Members of the People, Culture & Transformation division ▪ Members of the Quality & Governance division ▪ Haven Financial Manager
Level of Audience (Internal) <i>Typical level of audience</i>	<input checked="" type="checkbox"/> Clerical / Operational <input checked="" type="checkbox"/> Supervisory / Junior Professional <input checked="" type="checkbox"/> Middle Management / Seasoned Professional <input type="checkbox"/> Senior / Top Management
Primary Audience (External) <i>Identify key parties</i>	External Accreditation Bodies
Level of Audience (External) <i>Typical level of audience</i>	<input checked="" type="checkbox"/> Clerical / Operational <input checked="" type="checkbox"/> Supervisory / Junior Professional <input checked="" type="checkbox"/> Middle Management / Seasoned Professional <input type="checkbox"/> Senior / Top Management

5. KEY DIMENSIONS AND RELATED JOB RESULTS

(Specify annual dimensions for any financial or budget responsibilities, and the nature and value of any transactions on which the job has an impact or contribution, and the number of employees reporting directly and indirectly to this job, and any other critical relevant dimensions)

- Responsible for achieving production delivery against budget targets (turnover c. £400K)
- Person in charge in respect of SEPA legislation
- Responsibility directly for 1 supervisor and one administrator and indirectly a workforce complement of c. 25 employees
- Lead as an exponent and ambassador of Rehab Mission, Vision and Values and of the organisations Policies and Procedures.

HR: Recruitment	HR50
TITLE: Job Description	Date: March 2017 Page 5 of 5
Issue 1 – 1 st Review	



6. OPERATING ENVIRONMENT

(Comment on any specific factors that affect the job and how the job is performed, such as special conditions, travel, work pressure, etc)

- The place of work will be Haven Recycle Hillington
- The post holder may be required to travel routinely to customers/stakeholder/meetings etc
- The post holder should hold a full driving license
- The role is one of a number of site specific operational leads each reporting into the Haven Senior Operations Manager role. All operations roles at site level report into the Operations Manager role.
- The commercial team reporting line is separate from the Operational reporting line.

HR: Recruitment	HR50
TITLE: Job Description	Date: March 2017 Page 6 of 5
Issue 1 – 1 st Review	



7. **KEY COMPETENCIES**

(Select the critical competencies and behaviours that should be demonstrated to achieve fully satisfactory performance)

A commitment to living the organisational values of Team work, Dignity, Justice, Advocacy and Quality		
1.	Leadership and Teamwork Level B (Advanced - Team Leadership)	<p>You work with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise.</p> <p>You provide clear information and advice as to what is required of the team.</p> <p>You strive to develop and implement new ways of working effectively to meet objectives.</p> <p>You lead the team by example, coaching and supporting individuals as required.</p> <p>You place high importance on staff development, training and maximising skills & capacity of team.</p> <p>You are flexible and willing to adapt, positively contributing to the implementation of change.</p>
2.	Building Relationships and Communications Level B (Advanced - Interpersonal and Communication Skills)	<p>You build and maintain contact with colleagues and other stakeholders to assist in performing role.</p> <p>You act as an effective link between staff and senior management.</p> <p>You encourage open and constructive discussions around work issues.</p> <p>You project conviction, gaining buy-in by outlining relevant information and selling the benefits.</p> <p>You treat others with diplomacy, tact, courtesy and respect, even in challenging circumstances.</p> <p>You present information clearly, concisely and confidently when speaking and in writing.</p>
3.	Judgement and Decision Making Level B (Advanced – Analysis and Decision Making)	<p>You gather and analyse information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors.</p> <p>You take account of any broader issues and related implications when making decisions.</p> <p>You use previous knowledge and experience in order to guide decisions.</p> <p>You make sound decisions with a well-reasoned rationale and stands by these.</p> <p>You put forward solutions to address problems.</p>

HR: Recruitment	HR50
TITLE: Job Description	Date: March 2017 Page 7 of 5
Issue 1 – 1 st Review	



4.	<p>Management of Delivery and Results Level B (Advanced)</p>	<p>You take responsibility and are accountable for the delivery of agreed objectives.</p> <p>You successfully manage a range of different projects and work activities at the same time.</p> <p>You structure and organises your own and others work effectively.</p> <p>You are logical and pragmatic in approach, delivering the best possible results with the resources available.</p> <p>You work effectively, providing clear information and evidence as to what is required.</p> <p>You proactively identify areas for improvement and develop practical suggestions for their implementation.</p> <p>You demonstrate enthusiasm for new developments/changing work practices and strive to implement these changes effectively.</p> <p>You apply appropriate systems/ processes to enable quality checking of all activities and outputs.</p> <p>You practice and promote a strong focus on delivering high quality customer service, for internal and external customers.</p>
5.	<p>Planning and Organising Level A (Expert)</p>	<p>You develop high level plans for your own area of responsibility, ensuring input from appropriate parties.</p> <p>You communicate those plans to those team members affected by them.</p> <p>You pro-actively raise deviations (actual or potential) from the plan with appropriate personnel and work to find ways to address these.</p> <p>You know when to be detail oriented and when to take a wider perspective.</p> <p>You coach others on effectively planning and organising their workload ensuring they take account of individual's preferences in line with organisation and legal requirements.</p> <p>You help resolve conflicts which may arise as staff endeavour to balance their own duties and responsibilities with the individual's needs and preferences.</p>
6.	<p>Promoting Choice, Independence, Health and Wellbeing Level B (Advanced)</p>	<p>You work with individuals to identify the care and support:</p> <ul style="list-style-type: none"> ▪ they can and wish to undertake themselves; ▪ that can be provided through the individual's support networks; ▪ that needs to be provided by yourself and others within and outside your organisation. <p>You identify opportunities to provide choice to individuals.</p> <p>You promote individual's rights to comment, complain or make suggestions to ensure choice and wellbeing.</p> <p>You coach and encourage others to reinforce positive behavioural goals in their relationships with individuals.</p> <p>You advance the individual through services and/or programs to foster independence and well-being to support self directed living.</p> <p>You provide up-to-date information to support individuals to make informed choices about the care and services they receive and coach others on how to do the same.</p>

HR: Recruitment	HR50
TITLE: Job Description	Date: March 2017 Page 8 of 5
Issue 1 – 1 st Review	