

# JOB PACK

Operations Manager - Jigsaw Support



Creating homes.  
Building lives.





# ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

# JOB DETAILS

<b>Holidays:</b>	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
<b>Pension:</b>	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
<b>Flexible Working:</b>	35 hours per week between the hours of 7am and 7pm, Monday to Friday <b>OR</b> 35 compressed hours per week, between 7am and 7pm, over 4 days - with 50% of your time working from home upon completion of a satisfactory probation period.
<b>Jigsaw Benefits:</b>	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.
<b>Probation period and references:</b>	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
<b>Mandatory Training:</b>	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
<b>Eligibility to work in the UK:</b>	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
<b>Disclosure barring checks &amp; Medical Clearance:</b>	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment.  <b>Visit <a href="http://www.jigsawhomes.org.uk/dbs">www.jigsawhomes.org.uk/dbs</a> to view the Group's DBS policy statement.</b>  Further information about the disclosure can also be found at <a href="http://www.homeoffice.gov.uk/dbs">www.homeoffice.gov.uk/dbs</a>
<b>Equality, Diversity &amp; Inclusion:</b>	Jigsaw believes we should appreciate the significant value that individuality can bring therefore acceptance and respect for everyone is essential. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

# JOB DESCRIPTION

## OVERVIEW

At Jigsaw Support our focus is on helping people to live happy, healthy lives in a safe home and supporting our most vulnerable individuals is our top priority.

Working within the Jigsaw Support Team you will be part of an innovative, forward-thinking team that encourages success.

We are passionate about improving the quality of lives of our customers by supporting them to achieve their goals and independence.

In addition to delivering our existing support services, we are always seeking new innovative partnerships, solutions and funding opportunities, responding to need and working with communities in which we can make a difference.

With more than 160 staff working from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the North West, we support over 6,000 people annually through the contracts we manage.

### Role Summary

To be responsible for the delivery of several contracts and internal services across the Jigsaw Support.

You will be responsible for our Domestic Abuse offer in Manchester. You will mobilise and implement our new service building relationships with commissioner and stakeholders to ensure successfully contract delivery. You will be responsible for managing a delivery team and all aspect of contract monitoring and implementation.

The role will work collaboratively with Jigsaw Support management team to develop and grow existing contracts, including seeking new opportunities to widen our Domestic Abuse offer across Greater Manchester.

The post holder will work closely with other departments across Jigsaw Homes Group - to ensure there is a collaborative approach to service delivery offering a holistic range of support to tenants and customers.

**Responsible To:** Heads of Service

**Responsible For:** Team Leaders, Keyworkers and associated service delivery staff.

## MAIN TASKS & ACTIVITIES

1. To work under the direction of the Head of Service. To provide operational leadership to the team to deliver the contracted performance requirements.
2. To be responsible for the operational management of Team Leaders and delivery staff ensuring proactive engagement with our customers.
3. Ensure the quality of our service delivery to Customers and Stakeholders through effective management, constantly seeking continuous improvement. Challenge and correct underperformance through organisational policies and procedures.
4. Co-ordinate and implement delivery of Domestic Abuse and associated services and contracts seeking to secure continuation funding for shorter term contracts.

5. Contribute to the development of new services and contracts, including mobilisation, implementation, and closure. Lead on tendering opportunities and the mobilisation of grants/ contracts and performance monitoring requirements.
6. To be a pro-active member of the team; continually seeking to improve and develop your own skills and the performance of the team.
7. To ensure that targets and outcomes are achieved in line with contracted expectations through a positive target-driven culture and performance management approach, and through highly effective line management, providing KPI reports both internally and externally when required.
8. Create and maintain partnerships with a wide variety of services from the statutory and voluntary sector.
9. Hold budgetary accountability for delegated budgets within the area of responsibility and be actively involved in the budget setting process.
10. Ensure services are embedded across Jigsaw Support and Jigsaw Group to provide a holistic offer and best practice across all departments.
11. To work collaboratively with the management and senior management team to develop and grow existing contracts and service delivery (including development of Jigsaw Support Policies and Procedures).
12. Work flexibly from Jigsaw offices and community venues.
13. Identify, promote and implement projects and initiatives that involve customers and generate opportunities for co-creation.
14. Carry out any duty which may be, from time to time, requested by a Head of Service or Director. Follow all Group policies and procedures in accordance with the role.
15. Complete mandatory training when requested to ensure compliance with Group policies and procedures.
16. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.

# CANDIDATE REQUIREMENTS

## Candidate Requirements:

- High Level of educational achievement/recognised qualification including IDVA qualified (or similar).
- Experience of managing a Domestic Abuse services.
- Experience of delivering contacts in partnership to support victim and survivors of Domestic Abuse.
- Experience of complex project compliance requirements and mechanisms.
- Passionate about supporting people to improve their quality of life
- Experience of managing people including case work and development supervision.
- Excellent communication skills and ability to build positive relationships.
- Being a strong leader/mentor.

# JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



# Jigsaw Homes Group Limited

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