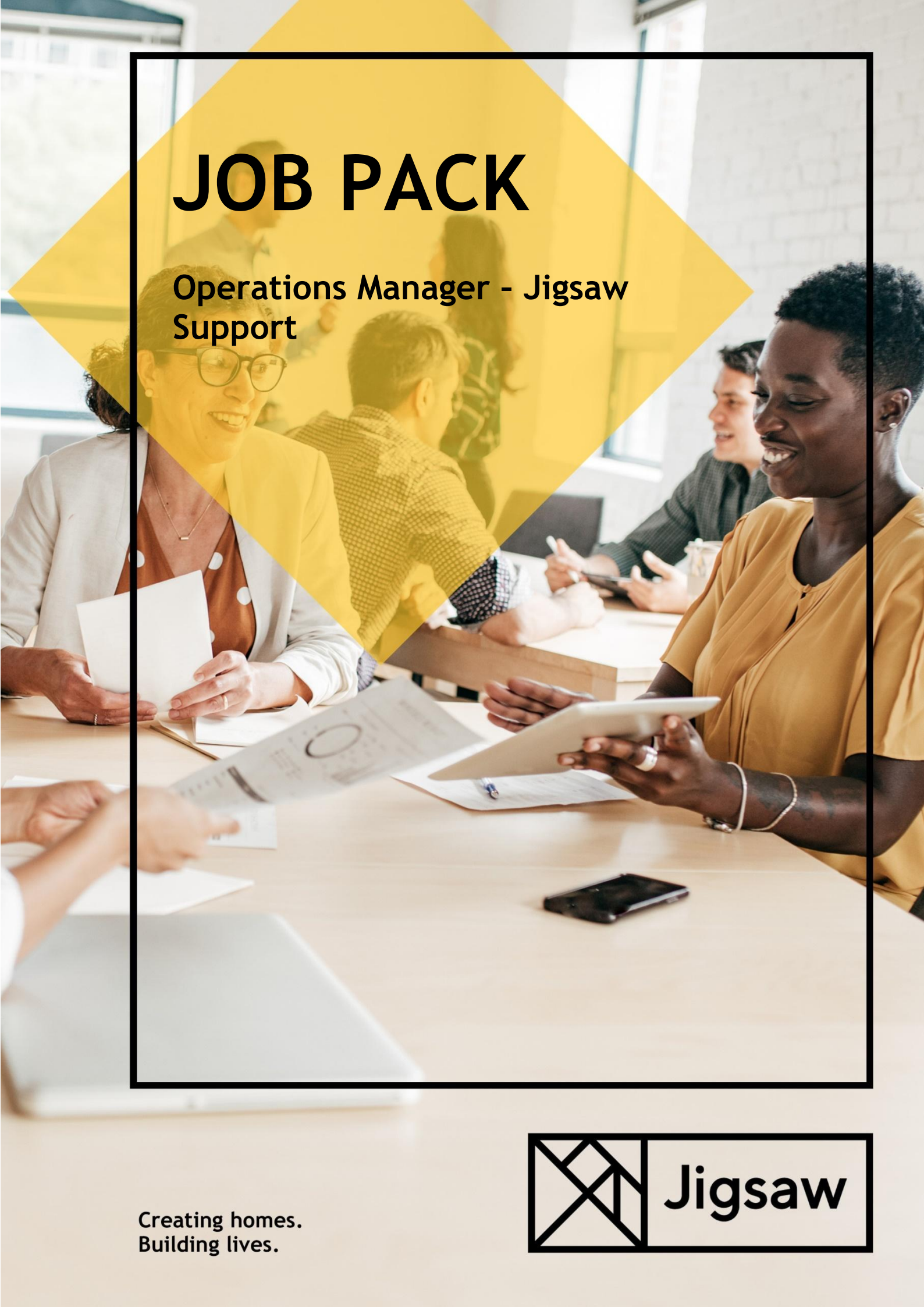


JOB PACK

Operations Manager - Jigsaw Support

Creating homes.
Building lives.

Jigsaw

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

Holidays:	24 days leave per annum rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week).
Pension:	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 with an 11% combined contribution with the option to increase.
Flexible Working:	35 hours per week between the hours of 7am and 7pm, Monday to Friday **OR** 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.
Jigsaw Benefits:	In return Jigsaw Homes Group offer company sick pay, on-site gyms, access to our cash back health plan membership, access to Perkbox, our benefits platform giving you access to hundreds of retail discounts, cashback offers and rewards, enhanced maternity/paternity leave, training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	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.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	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. **Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement.** Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Equality, Diversity & Inclusion:	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 170 staff working from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the Northwest, we support over 6,000 people annually through the contracts we manage.

Role Summary

We are looking for an experienced Operations Manager to lead our Temporary Supported Accommodation services, comprising of 90 self-contained homes for people experiencing homelessness who have been placed by the local authority under its homelessness duty.

The service provides 24/7 trauma-informed support for people who may also have multiple and complex needs.

The service also manages the local authority's out-of-hours provision, arranging emergency placements; therefore, a strong understanding of homelessness legislation is essential.

You will lead and develop service-delivery teams, oversee contract performance and compliance, and build strong relationships with commissioners and partners. You will ensure residents receive high-quality support to build independence, achieve their goals and move towards settled accommodation. Working collaboratively across Jigsaw Homes Group, you will champion continuous improvement, strengthen existing services and help secure future funding and tender opportunities.

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. 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.

5. To be a pro-active member of the team; continually seeking to improve and develop your own skills and the performance of the team.

6. 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.

7. Create and maintain partnerships with a wide variety of services from the statutory and voluntary sector.

8. Hold budgetary accountability for delegated budgets within the area of responsibility and be actively involved in the budget setting process.

9. Ensure services are embedded across Jigsaw Support and Jigsaw Group to provide a holistic offer and best practice across all departments.

10. 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).

11. Work flexibly from Jigsaw offices and community venues.

12. Identify, promote and implement projects and initiatives that involve customers and generate opportunities for co-creation.

13. 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.

14. Complete mandatory training when requested to ensure compliance with Group policies and procedures.

15. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.

CANDIDATE REQUIREMENTS

Candidate Requirements:	
	• A relevant professional or management qualification, or equivalent senior operational management experience. • Significant experience of managing supported housing, homelessness, housing-related support or a comparable service. • Strong working knowledge of homelessness legislation, local authority statutory duties and emergency accommodation provision. • Proven experience of leading, motivating and developing multidisciplinary teams, including managing performance and supporting staff wellbeing. • Experience of delivering safe, high-quality, trauma-informed services for people with multiple and complex needs. • Experience of overseeing 24/7 or out-of-hours services and responding effectively to operational incidents. • A strong track record in contract management, performance monitoring and reporting against KPIs, outcomes and commissioner requirements. • Sound knowledge of safeguarding, risk management, health and safety, data protection and relevant regulatory requirements. • Experience of managing budgets, allocating resources effectively and contributing to service development, funding bids or tenders. • The ability to build trusted relationships with commissioners, local authorities, statutory agencies, voluntary organisations and community partners. • Excellent leadership, communication, decision-making and problem-solving skills, with the ability to remain calm and effective under pressure. • A clear commitment to person-centred practice, equality, diversity and inclusion, continuous improvement and better outcomes for people experiencing homelessness. • The flexibility to work across Jigsaw locations and respond to service needs outside standard working hours when required.

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.



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Jigsaw
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