



## **Appointment of Head of Business Operations**

**October 2021**

**HR Department  
Employers For Childcare  
Blaris Industrial Estate  
11 Altona Road  
Lisburn  
BT27 5QB**

**Tel: 028 9267 8200  
Email: [hr@employersforchildcare.org](mailto:hr@employersforchildcare.org)  
Website: [www.employersforchildcare.org](http://www.employersforchildcare.org)**

**Contents****Page**

<b>Welcome from Chief Executive</b>	<b>3</b>
<b>Working at Employers For Childcare – staff testimonials</b>	<b>4</b>
<b>Job Description</b>	<b>5</b>
<b>Personnel Specification</b>	<b>8</b>
<b>Organisational Structure</b>	<b>10</b>
<b>Summary Benefits</b>	<b>11</b>
<b>Application and Interview Process</b>	<b>12</b>
<b>Table of Rehabilitation Periods</b>	<b>13</b>

**Separate Attachments**

<b>Application Form</b>
<b>Monitoring Form</b>

## **Welcome from Chief Executive, Marie Marin**

Thank you for your interest in the position of Head of Business Operations.

Employers For Childcare is a dynamic, innovative organisation - the only one in Northern Ireland which has transformed from being 100% grant dependent to being 100% self-financing within four years. This unique achievement was accomplished through visionary determination and a willingness to embrace commercial markets, without compromising ethos or values. The aim of Employers For Childcare is 'to make it easier for parents with dependent children to get into work and to stay in work'. We address childcare as an economic and a labour market issue.

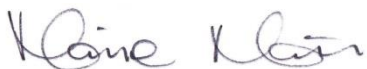
Our charity's work includes a specialist advice service as well as research and lobbying on behalf of parents, and we pro-actively encourage all employers to provide a supportive working environment. Our trading company operates three social enterprise businesses. All profits from these businesses are reinvested into the campaigning charity, which sits at the heart of everything we do. We administer a childcare voucher scheme, transacting c£20 million each year on behalf of our clients across the UK. We provide a recruitment service for local childcare providers. Our newest exciting revenue stream is High Rise - an indoor adventure centre in Lisburn, located five minutes from the M1 and A1 junction at Sprucefield.

High Rise is a £2.5 million investment designed to be inclusive and accessible. A state of the art climbing arena, facilities for corporate teambuilding, a café, softplay, party rooms, sensory rooms and a changing places toilet are all sited within the two-storey structure. We opened our doors in October 2019 and within five months bookings were at full capacity and had won 'Best New Business' at the Lisburn and Castlereagh City Council awards. However, Covid -19 forced us to close temporarily. Now we plan to reopen with renewed vigour and we want to appoint a competent, energetic Head of Business Operations to help High Rise become one of Northern Ireland's leading visitor attractions.

This is a critical role, and the successful candidate will need to share our passion and exemplify the culture and values of our organisation. As part of the Senior Management Team, they will help to shape strategic development in the years ahead, making High Rise a centre of excellence. They will directly manage the Fitness and Leisure Manager and the Catering and Hospitality Manager and will be responsible for leading a team of up to 40 staff.

Please take some time to read the information enclosed and our latest social impact report, browse our websites and get a real sense of what we do and why we do it. If you have the experience and commitment required to meet this challenge, I look forward to hearing from you.

With best wishes



Marie Marin

## Working at Employers For Childcare – staff testimonials

Name: Sandra Bolan  
Job title: PR & Communications Manager  
Joined the team: May 2018



"I have loved the past three and a half years working at Employers For Childcare. It's such a great team to be part of and I am very proud that what we do makes a real difference to families locally and across the UK. It's a really supportive organisation where I feel that my work is valued and equally, my responsibilities outside of work are also recognised".

**Employers  
For  
Childcare**

Name: Aoife Hamilton  
Job title: Head of Charity Services  
Joined the team: January 2017



"I feel very fortunate to be part of such a fantastic team at Employers For Childcare, particularly over the last 18 months, when we stepped up to continue our vital work supporting families across the UK. My work is so varied, from engaging in high profile political lobbying to leading research with parents and childcare providers. It is great to work somewhere where I can be proud of the difference we are making, and excited about what we will do next!"

**Employers  
For  
Childcare**

Name: Roisin Bateson  
Job title: Senior HR Officer  
Joined the team: January 2014



"I have been working for Employers For Childcare for 7 years. I originally started as a HR Administrator and have worked my way up to Senior HR Officer. Employers For Childcare offers a wide range of benefits and opportunities which have helped to enhance my career whilst providing me with flexibility to fulfil my role as a parent".

**Employers  
For  
Childcare**

Name: James Gallagher  
Job title: Family Benefits Advisor  
Joined the team: August 2016



"I've been fortunate to work as part of the Family Benefits Advice Service for the past five years. It is very rewarding seeing the difference our service makes in people's lives. Not just the financial benefit but also the emotional one as a significant number of our clients are under severe pressure due to their financial situation".

**Employers  
For  
Childcare**

## Job Description

<b>Job Title:</b>	<b>Head of Business Operations</b>
<b>Reporting to:</b>	<b>Chief Executive</b>
<b>Contract type:</b>	<b>Full Time, Permanent</b>
<b>Hours of work:</b>	<b>40 per week</b>
<b>Salary:</b>	<b>£45k - £50k</b>

### Key Purpose

High Rise is a 10,000 sq ft indoor adventure centre incorporating a climbing arena, corporate facilities, sensory rooms, and cafe. As a member of the Senior Management Team, the Head of Business Operations will report directly to the Chief Executive. The key purpose of the role is to make sure that every day runs smoothly from a customer service perspective, that our guests' needs are met and that our staff are happy and well looked after. The role is typically 9am -5.30pm but there is a requirement to work occasional evenings or weekend hours.

There are five main areas of responsibility: People, Operations, Budgets, Delivery and Strategy. People involves managing, training, and developing a diverse team to ensure they are fully engaged and committed. Operations involves ensuring all resources including people are available, as well as managing health and safety and financial processes. Budgets includes managing margins, scrutinising costs, and financial forecasting. Delivery includes quality assurance, customer satisfaction and external relationship management. Strategy includes agreeing operational plans and growth strategy with the Chief Executive and SMT colleagues.

### Specific Responsibilities include:

#### People

- Advance cohesion between staff in various internal teams in collaboration with SMT colleagues
- Manage employee relations with consistent application and implementation of HR policies and procedures
- Drive employees and lead performance reviews to ensure an engaged and skilled workforce
- Inspire staff to give their all, guard our values and strengthen our reputation
- Ensure all staff are trained and confident in supporting guests who have additional needs or a disability to enable our guests to have the best possible experience
- Effectively communicate health and safety procedures and ensure staff receive adequate training appropriate for their job
- Co-ordinate and manage first aid and fire safety representatives and ensure additional staff are adequately trained
- Monitor daily workload to ensure quality, consistency, and accuracy of engagement with guests, ensuring all staff perform to agreed standards and targets
- Communicate effectively with staff on relevant issues such as promotions or special events
- Directly line manage the Fitness and Leisure Manager and the Catering and Hospitality Manager

## **Operations**

- Manage workforce requirements to include recruiting and inducting of all new staff supported by our HR department
- Schedule staff rotas to always ensure adequate cover including job rotation, training, holidays, absence, and overtime, meeting first aider and designated officer ratios
- Oversee all financial activities to include cash handling, opening, and closing till systems, end of day banking and external banking procedures
- Complete weekly payroll information accurately and on time
- Ensure procedures are in place associated with all facilities, legal and other obligations including fire safety, building, structures, building accessibility, mechanical and electrical building engineering services, catering, food hygiene, and activities
- Ensure High Rise is a safe and welcoming environment for all and complies with all relevant Health and Safety legislation, Child Protection and Vulnerable Adults guidelines and best practice
- Be the Health and Safety Officer for the site ensuring all Health and Safety checks are scheduled, completed, and recorded
- Be a First Aider with responsibility for administering first aid in the event of an accident
- Ensure all health and safety issues are kept up to date (First aid kits, risk assessments, control of hazardous substances)
- Identify potential hazards, log, and report all incidents/accidents in accordance with reporting procedures, ensuring appropriate risk assessments, investigations and reviews are carried out, records kept in line with relevant legislation and reports made to the relevant authorities if required
- Implement and regularly review an emergency action plan for the centre and carry out regular tests of the emergency procedures, fire exits and fire evacuation procedures ensuring all staff are fully trained to assist guests to safely exit the building
- Oversee the maintenance and safety of all facilities and equipment including daily and monthly safety checks on climbing walls, soft play area, sensory rooms, café and toilets and complete relevant documentation such as inspection logs as required
- Assume overall responsibility for effective use of the alarm, CCTV and security systems, testing regularly and reporting any issues to the alarm company promptly
- Ensure CCTV footage of accidents and incidents is properly downloaded and saved in line with both company procedures and relevant Data Protection legislation
- Manage all internal and external facilities, lighting and heating through overseeing regular inspections, maintenance, groundskeeping and arrange external service contracts as required
- Oversee all aspects of cleaning, waste management, pest control and site safety.
- Manage IT systems and equipment supported by our IT partner
- Comply with the organisation's Key Holder Roles and Responsibilities policy attending alarm call outs if required
- Comply with the organisation's Security & Confidentiality policy, ensuring the highest levels of information security, data protection and confidentiality

## **Budgets**

- Manage financial KPI's supported by the Finance Department
- Review performance, analyse financial data and report to Chief Executive on sales and profitability
- Manage supplier costs for goods and services effectively to ensure best value
- Implement a system for effective stock management to ensure consistent service to guests whilst minimising waste and reducing costs

**Delivery**

- Always ensure excellent standards of customer service when dealing with enquiries, complaints, and emergencies in a calm and professional manner
- Ensure staff and guests are aware of procedures for giving feedback on their experience and communicate results with staff to improve services
- Manage relationships with external partners, stakeholders, and suppliers
- Implement marketing and promotional initiatives within High Rise to maximise revenue and represent the organisation at external events
- Maintain policy and procedure documents and records
- Review operating procedures and make timely recommendations for additions or improvements to policies, procedures, and systems

**Strategy**

- Work closely with the Chief Executive to support the organisation's vision
- Collaborate with SMT colleagues to create effective strategies and goals to optimise performance and growth
- Collaborate with SMT colleagues and specialist staff and professionals to develop High Rise as a centre of excellence and enhance the reputation of the organisation.

**General**

- Undertake any other reasonable duties appropriate to the achievement of the organisation's aims and objectives.

**This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.**

### Personnel Specification

The Personnel Specification shows **essential** and **desirable** skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Please therefore address, in completing the application form, each criterion listed in the specification, drawing upon all your experience, whether at work or on a voluntary basis.

#### Job Title: Head of Business Operations

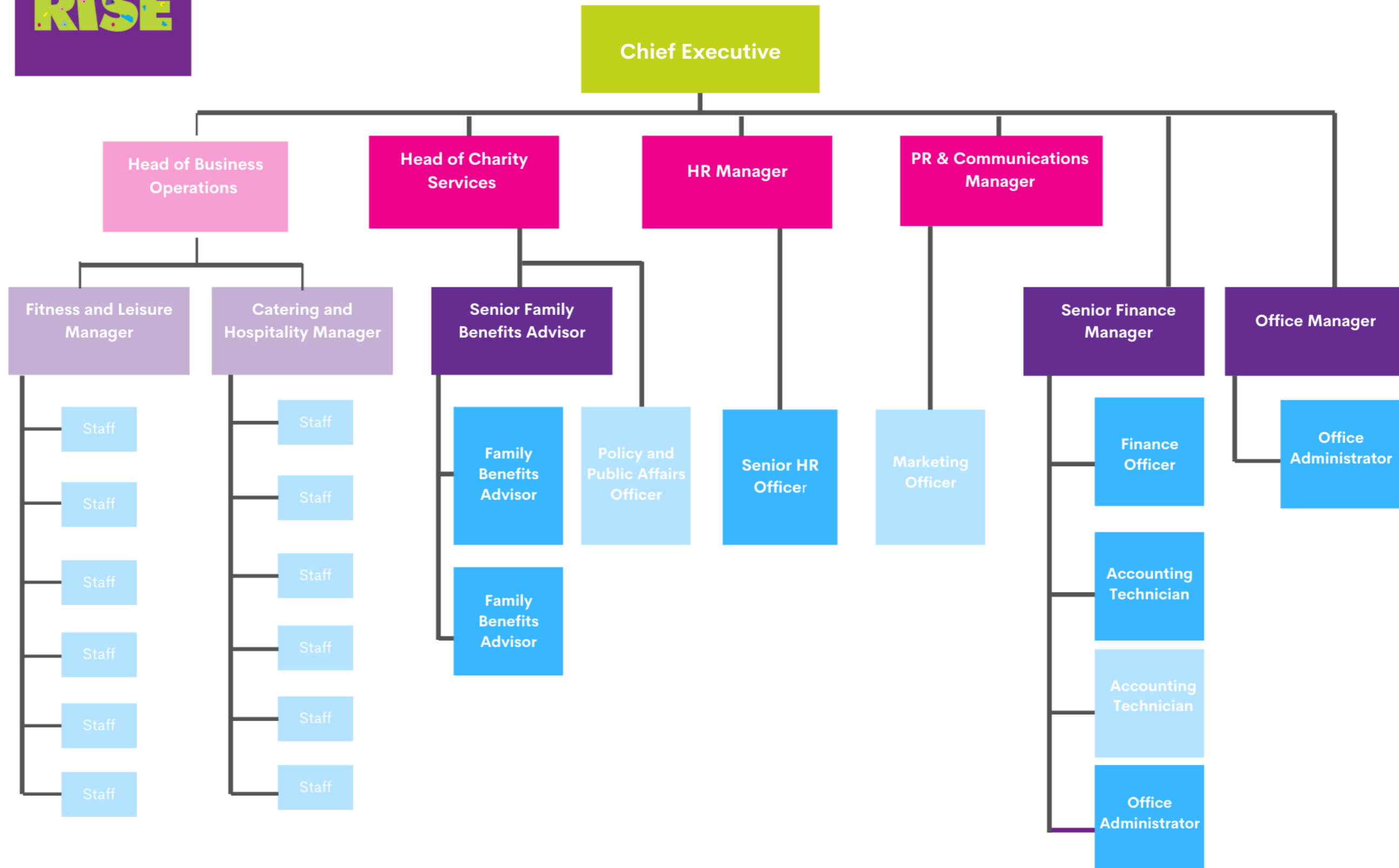
Factors	Essential Criteria	Desirable Criteria
<b>Qualifications</b>	Bachelor's degree or equivalent in management or other business-related discipline.	3 <sup>rd</sup> level qualification in Health and Safety or working towards (NEBOSH/IOSH preferred)  Valid First Aid at Work qualification
<b>Experience</b>	Minimum of 5 years' experience gained during the last 8 years working in a similar role to include: <ul style="list-style-type: none"> <li>○ working in a leadership role within a company across multiple departments</li> <li>○ dealing directly with a senior management team and/or board of directors</li> <li>○ managing and motivating a staff team</li> <li>○ workforce planning and scheduling of rotas</li> <li>○ controlling and monitoring budgets</li> <li>○ profit and loss, balance sheet and cash flow management</li> <li>○ health and safety issues and risk assessments</li> <li>○ supply chains, stock control and ordering systems</li> </ul>	Experience working in a direct service environment for example retail or hospitality.
<b>Skills, Aptitudes, Qualities and Behaviours</b>	<p>Strong team player with the ability to build constructive relationships with staff, colleagues, guests, and partner organisations.</p> <p>Self-motivated with a 'can do' mindset and the ability to work independently using initiative to prioritise work and manage deadlines.</p> <p>Commercially astute, with proficient financial acumen</p> <p>Excellent written and verbal communication skills.</p> <p>Outstanding organisational skills.</p>	



	<p>Strategic thinker with laser sharp attention to detail and analytical aptitude.</p> <p>Computer literate with a working knowledge of Microsoft packages</p> <p>Ability to remain calm and rational in challenging situations</p>	
<b>Knowledge and Understanding</b>	<p>An understanding of the work and vision of Employers For Childcare</p> <p>A working knowledge of Health and Safety Regulations and Fire Regulations</p>	<p>Knowledge of relevant legislation that will impact on service delivery including disability/accessibility requirements</p>
<b>Special Circumstances</b>	<p>Ability to work flexible, unsocial hours and to travel throughout Northern Ireland, UK and elsewhere at times demanded by the job</p> <p>Full driving licence and access to a car</p> <p>Must be resident and eligible to work in the UK</p> <p>This post is subject to a criminal record disclosure check which will be applied for through AccessNI</p>	



# Employers For Childcare organisational structure November 2021



## **Summary of Benefits**

- 30 days paid annual leave per annum
- After five years' service 1 additional day accrued pa up to a maximum of 5 days
- Occupational pension scheme – match contribution
- Benenden Personal Healthcare (salary sacrifice)
- Paid time off for medical appointments
- Enhanced sick pay (length of service criteria apply)
- Enhanced maternity pay (length of service criteria apply)
- Enhanced paternity pay (length of service criteria apply)
- Company mobile phone
- Company laptop
- Discount on High Rise activities and café
- Free onsite parking

## **Application and Interview Process**

### **Application Form**

- It is the applicant's responsibility to clearly demonstrate how they meet the criteria listed on the personnel specification.
- All sections of the application form must be completed in full.
- Application forms received after the closing date will not be considered.
- Evidence of educational and professional qualifications will be examined at interview. If any qualifications are 'equivalent to' those stated on the Personnel Specification, please provide evidence to show the qualification is equivalent (i.e examining body confirmation).
- Completed application forms should be submitted to the HR department. If returning applications by email typing your name in place of the signature is acceptable.
- Canvassing will disqualify.

### **Equal Opportunities Monitoring Form**

- Please return the Equal Opportunities Monitoring Form with your application.
- This information help us promote equality of opportunity for all job applicants, regardless of sex, marital status, disability, community background or ethnic origin.
- Our recruitment policy operates on the merit principle, i.e. we select the best person for the job. Only the job application form is considered by our recruitment panel, who shortlist and interview for vacancies. The monitoring questionnaire is retained for compiling statistical information.

### **Interviews**

- Closing date - 12 noon Monday 8 November 2021
- 1<sup>st</sup> stage interviews – w/c 15 November 2021
- 2<sup>nd</sup> stage interviews - w/c 22 November 2021

Applicants invited to interview should let us know immediately of any special requirements.

### **Reference Checks**

We carry out rigorous reference checks on all potential employees and may make contact with previous employers for up to 10 years. References will not be sought without prior approval of the applicant.

### **Vetting**

The successful applicant will be required to complete an AccessNI check prior to the confirmation of appointment. Please be advised that Employers For Childcare adheres to the Access NI Code of Practice; has a policy on the Secure Handling, Use, Storage and Retention of Disclosure information and has a policy on the recruitment of ex-offenders, copies of which are available upon request from the HR Department.

**Table of Rehabilitation Periods**

The table below outlines the rehabilitation periods after which many of these sentences will be considered ‘spent’. This means an applicant may answer “no” if asked about a criminal conviction or record unless the job to which they are applying is an ‘excepted’ one. A criminal record will not necessarily be a bar to obtaining a position.

**Custodial sentences of over 2½ years can never become spent**

	Rehabilitation Period	
	Aged 18 or over upon conviction	Aged under 18 upon conviction
Prison (immediate or suspended sentence) or Young Offender Institution-more than 6 months but less than 2½ years	10 years	5 years
Prison (immediate or suspended sentence) or Young Offender Institution-6 months or less	7 years	3.5 years
Fine or Community Service Order, Combined Orders	5 years	2.5 years
Absolute Discharge	6 months	
Probation Order, Bind Over, Conditional Discharge, Care/Supervision Order	Date order ceases or 1 year (after date of conviction) - whichever is longer	
Attendance Centre Order, Juvenile Justice Order, Youth Conference Order, Community Responsibility Order	1 year after the Order expires	
Hospital Order (with or without restriction)	5 years (after date of conviction) or 2 years after the Order expires - whichever is longer	