



**Appointment of
Operations Manager**

January 2022

**HR Department
Employers For Childcare
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Separate Attachments

Application Form
Monitoring Form

Welcome from Chief Executive, Marie Marin

Thank you for your interest in the position of Operations Manager.

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 exciting newest 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 Operations Manager 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 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
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Job Description

Job Title: Operations Manager
Reporting to: Chief Executive
Contract: Full Time, Permanent
Salary: £35k - £40k

Key Purpose

High Rise is a 10,000 sq ft indoor adventure centre incorporating a climbing arena, soft play, corporate facilities, sensory rooms, and cafe. As a member of the Senior Management Team, the Operations Manager 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. Evening and weekend work will be required for this role.

There are four main areas of responsibility: People, Operations, Delivery and Budgets. 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. Delivery includes quality assurance, customer satisfaction and external relationship management. Budgets includes managing costs and suppliers, and financial reporting.

Specific responsibilities include:

People

- Manage employee relations with consistent application and implementation of HR policies and procedures with support from the HR team
- Inspire staff to give their all, guard our values and strengthen our reputation and lead performance reviews to ensure an engaged and skilled workforce
- Ensure all staff receive the appropriate training in organisational policies and procedures, health and safety and any job-specific requirements including supporting guests with additional needs
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 duty Managers

Operations

- 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, supported by our finance team
- Complete weekly payroll information accurately and on time
- Establish and implement appropriate policies and procedures supporting the effective operation of the centre, facilities management, and to meet all regulatory requirements
- As Health and Safety Officer, ensure High Rise is a safe and welcoming environment for all, identifying potential hazards, reporting all incidents/accidents in line with procedure, complying

with relevant Health and Safety legislation and regulations for the protection of children and vulnerable adults

- Be a First Aider with responsibility for administering first aid in the event of an accident
- 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 in its implementation
- Oversee the safe operation and maintenance of all internal and external facilities, equipment, heating and lighting, cleaning, waste management, pest control and site safety - completing daily and monthly safety checks, inspections and arranging external service contracts 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
- Manage IT systems and equipment supported by our IT partner and Office Manager.

Delivery

- Always ensure excellent standards of customer service from self and staff when dealing with guests 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 supported by our communications team
- Maintain policy and procedure documents and records
- Review operating procedures and make timely recommendations for additions or improvements to policies, procedures, and systems.

Budgets

- Manage financial KPIs supported by our Finance Department
- Review performance, analyse financial data and report to Chief Executive on sales and profitability identifying opportunities for increasing 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

General

- 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
- 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.

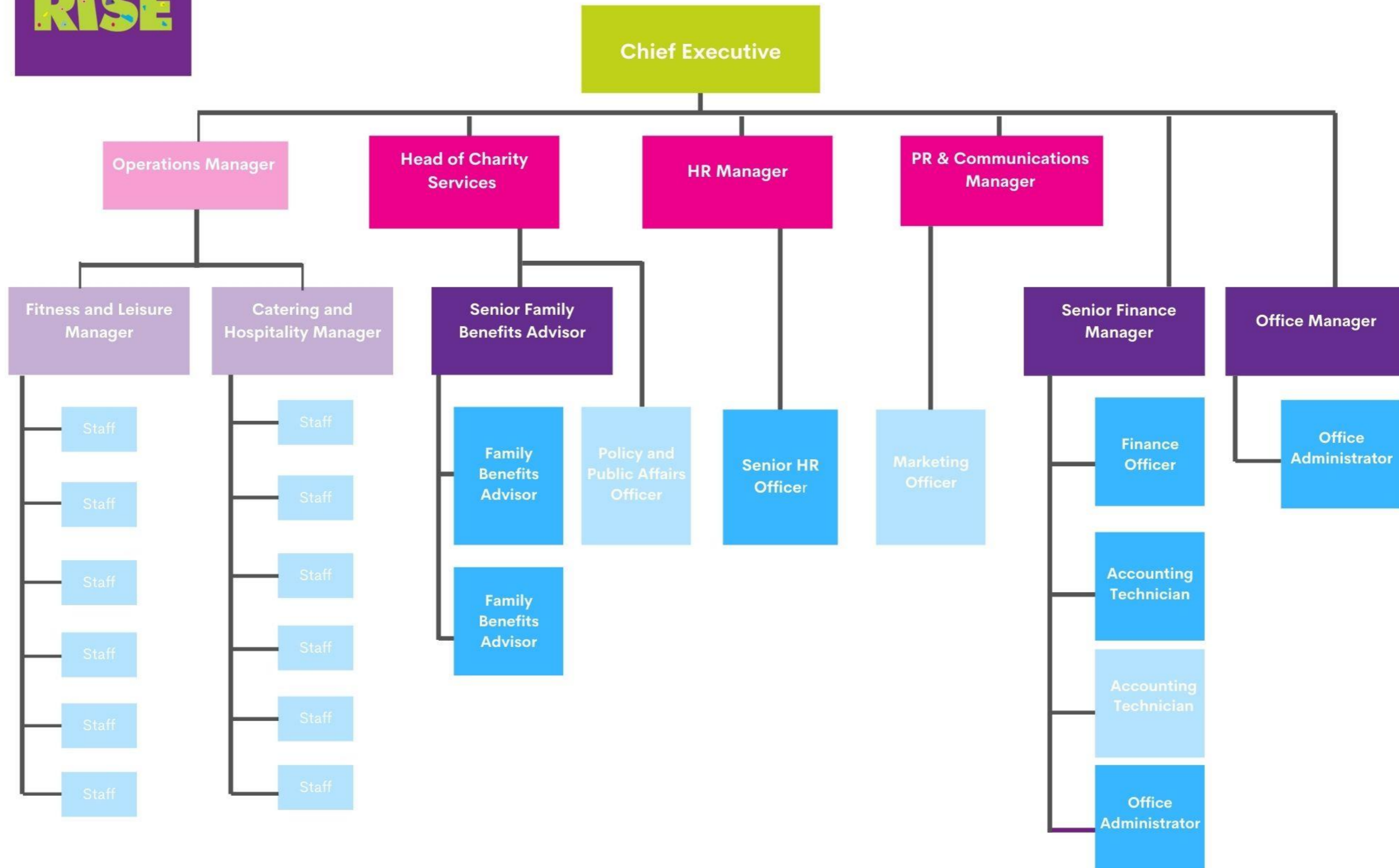
Job Title: Operations Manager

Factors	Essential Criteria	Desirable Criteria
Qualifications	Third level or equivalent qualification in management or other business-related discipline.	3 rd level qualification in Health and Safety or working towards (NEBOSH/IOSH preferred) Valid First Aid at Work qualification
Experience	Minimum of 5 years' experience gained during the last 8 years working in a similar role eg within the hospitality, leisure, tourism or retail sectors to include: <ul style="list-style-type: none"> ○ working in a management role ○ managing and motivating a large staff team ○ workforce planning and scheduling of rotas ○ controlling and monitoring budgets ○ health and safety issues and risk assessments ○ supply chains, stock control and ordering systems 	Experience working in a direct service environment for example retail or hospitality.
Skills, Aptitudes, Qualities and Behaviours	<p>Excellent people skills 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>Sound commercial knowledge with proficiency in managing budgets and finances.</p> <p>Excellent written and verbal communication skills.</p> <p>Outstanding organisational skills and attention to detail.</p> <p>Ability to think strategically and see the bigger picture.</p> <p>Computer literate with a working knowledge of Microsoft packages</p>	

	Ability to think and act calmly under pressure and in a busy environment.	
Knowledge and Understanding	<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>	Knowledge of relevant legislation that will impact on service delivery including disability/accessibility requirements
Special Circumstances	<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 January 2022



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 – 5pm Tuesday 25 January 2022
- Interviews will be held early February 2022

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	