

## **JOB DESCRIPTION**

### **Lots More To Offer**

### **Operations Supervisor**

Social Enterprise Kent has established itself over the last 4 years as one of the main social enterprise bodies in Kent, giving advice to many charities and budding enterprises, and running training and employment services. We are a passionate believer in the power of social enterprise to effect positive change in our communities, and the importance of partnership working in all sectors.

Social Enterprise Kent is the lead partner for the Lots More To Offer project. The project commenced at the beginning of January 2017, will run over 3 years, and is part of the Building Better Opportunities (BBO) programme. BBO is funded by the Big Lottery and European Social Fund.

We are working in partnership with Sussex Community Development Association (SCDA), Action with Communities Rural Kent (ACRK) and Swale Community and Voluntary Services (SCVS). Together with our partners, the Lots More To Offer project will provide intensive, ongoing support to 150 older people within Kent, Medway and East Sussex, helping to reduce unemployment levels and stimulate the local economy with social enterprises and micro businesses.

The Operational Supervisor will oversee the day-to-day running of the project, working with our partners, to ensure that the project successfully delivers on its targets and outcomes, that the project is fully compliant with ESF/ National Lottery requirements, and that older people are empowered through their interaction with the project.

**Responsible to:** Employability Project Manager

**Salary:** £23,000pa

**Working hours:** This position is a full-time role, 37.5 hours per week.

**Employment Contract:** This is a fixed term appointment covering the lifetime of the Lot's More To Offer project, which will finish 31<sup>st</sup> December 2019.

**Purpose:**

- Responsible for the day to day running of the Lots More To Offer project.

**Main Duties and Responsibilities**

- Work with all SEK specific staff to ensure that systems and processes that support LMTO delivery are fully compliant with our funders requirements. Devise, develop and embed new processes as necessary.
- Work with LMTO partners, and partner staff, responsible for producing monthly/quarterly financial returns. Provide detailed feedback where there are errors/omissions and support partners to understand all processes.
- Conduct monthly audits of all LMTO Participant Folders, ensuring that all Participants are eligible, that all evidence provided by ESAs is appropriate, and that engagement dates with Participants are effectively outlined. Provide detailed feedback identifying any areas of improvement, and ensure that partners respond to all outstanding issues.

- Work with the SEK Employability Project Manager to collate monthly and quarterly reports detailing project spend and target outputs.
- Manage the SEK Employment Support Advisor. Ensure they have support and coaching to perform their role effectively and comply with all company policies and procedures. Carry out formal supervisions and appraisals, and support with their training needs.
- Oversee Employer Support Advisor Forum meetings. Ensure that these monthly forums focus on caseload reviews of Participants, and that the strengths and weaknesses of service provision are fully reviewed.
- Ensure that you comply with Equal Opportunities Legislation at all times, and that you actively promote positive E&D activities and messages throughout the project.
- Ensure that you comply with the Data Protection Act 1998, especially as regards any personal information relating to older people, or commercial information relating to partner organisations.

### Other Circumstances

Travel around Kent, Medway and East Sussex will be required for this position. You must have a full driving licence and access to your own vehicle.

### Person Specification

	Minimum	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Excellent written English and Maths</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Led on programme/ project audit, and/ or compliance testing processes.</li> <li>• Supporting colleagues to understand audit and compliance requirements, leading to improved performance.</li> <li>• Line management of staff or volunteers.</li> <li>• An understanding of the issues facing deprived communities</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working with older people</li> <li>• Experience/ understanding of working within ESF</li> </ul>

<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to deliver projects to specified deadlines.</li> <li>• Excellent communication and presentation skills</li> <li>• Strong organisational and planning skills</li> <li>• Excellent attention to detail and accuracy</li> <li>• Ability to manage own workload.</li> <li>• Competent with MS Office Word, PowerPoint, Excel.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with Salesforce CRM</li> <li>• Understanding of social media platforms to help promote project activities/outcomes.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Issues facing older works in the labour market.</li> </ul>	<ul style="list-style-type: none"> <li>• Issues facing the social enterprise/ charity/ not for profit sectors.</li> <li>• Knowledge of website development processes.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Trustworthy</li> <li>• Committed to achieving</li> <li>• Customer focused</li> <li>• Able to maintain professional boundaries</li> <li>• Can do attitude</li> <li>• Flexible and motivated</li> </ul>	