

JOB DESCRIPTION

Job Title	: Head of Operations (Wales)
Reporting to	: CEO
Responsible for	: To be accountable for the development, management and delivery of a programme of social and economic regeneration in the coalfields of Wales. This activity will need to bring together and balance the needs of the community with other stakeholders and the overarching strategic direction, values and policies of the Coalfields Regeneration Trust.
Supervision/Management of people	: Staff Team
Based at	: Tredegar, South Wales
Salary	: £54,400
Benefits	: Contributory Pension + other benefits

Purpose of the Post

The Head of Operations is a key member of the Senior Management Team and takes the strategic and operational management responsibility for the development and implementation of the strategy and delivery plan. As the only organisation of its kind dedicated to supporting the lives of more than 5.7m people living within coalfield communities; with many of these people facing a continued struggle to secure jobs, retain business, encourage enterprise and maintain a good standard of living, the Coalfields Regeneration Trust (CRT) creates a range of programmes which meet with the needs of these former mining towns and villages.

In the wider context of the Coalfields Regeneration Trust and as a member of the Senior Management Team this role will have a shared collective responsibility for ensuring the Trust achieves its strategic objectives. Whilst there will be country variations on programme design and implementation, by working as part of a team across the whole Trust, this role will be key to ensuring a consistent approach to quality, branding and communication with key stakeholder groups.

The Head of Operations is responsible to the Chief Executive and Board of Trustees for the efficient and effective day-to-day running of the Coalfields Regeneration Trust. They will also be responsible to lead the organisation ensuring a strong compelling vision is developed and communicated to employees, stakeholders, partners, and in managing change as the organisation evolves.

The role will have lead responsibility, on behalf of the Coalfields Regeneration Trust, for the efficient and effective delivery of the programmes set out in the country implementation plan.

We are looking for a candidate that can identify with the values of the organisation, share our ambition for CRT's communities and commit energy to achieving the outcomes required in delivering success across the coalfields.

Main Requirements of the Post

To be responsible as part of the Senior Management Team:

- For ensuring the Coalfields Regeneration Trust has a clear vision, aim and objectives and a robust Implementation Plan in place that contributes to the Trust's overarching strategy for the organisation.
- For ensuring the Board and its committees are provided with appropriate and relevant information, advice, support and training in order that they can fulfil their role and responsibilities.
- To work inclusively across wider CRT Teams (across countries), taking the lead on corporate activities and take on shared collective responsibility for delivering success organisation wide.
- To facilitate organisational development through the proactive management of change across the organisation as required.
- For ensuring a consistent approach to public relations and communication with key stakeholder groups, maximising CRT's brand and core messaging and utilising appropriate communication and social media platforms.
- To ensure programmes delivered comply with ISO 9001 and this quality standard is consistently applied across the whole of the Coalfields Regeneration Trust.

Operational Objectives

- To lead the development, resourcing, management and delivery of a Business Plan and strategic programme within the budgetary constraints.
- To deliver a comprehensive and effective approach to strategic alliances and partnership working which further the objectives of the Coalfields Regeneration Trust.
- To appraise and manage risks to the programme and maintain the reputation and standing of the Trust.

Responsibility for Management

- To manage the staff team and work collectively with other staff with responsibilities for operations, monitoring, financial management and corporate communications.
- To negotiate, manage and monitor Service Level Agreement, multi-agency contracts or other appropriate vehicles of third party delivery.
- To provide regular briefings, written and verbal reports to the Board of Trustees.
- To agree a maintenance strategy, with the Property Investment and Development director for any CRT occupied property under their control which clearly outlines the procedure and scope for Planned Preventative Maintenance (PPM) and Reactive Maintenance (RM) along with specific roles and responsibilities of individuals to ensure that PPM & RM is undertaken, as and when necessary, to ensure continuity of asset and building integrity.

Responsibility for External Relationships

- To ensure that relevant advisory or decision making bodies, are representative and adequately briefed.
- To ensure the Trust is positively promoted to key audiences and that the Trust's reputation and standing is enhanced through liaison, representation, publicity, presentations and events and the maintenance of the highest professional standards.
- To act as a focal point of contact for external partners and stakeholders.

General Responsibilities

- To take all reasonable care for own safety and for the safety of others.
- To ensure compliance with equality of opportunity and all other Trust policies.
- To undertake other appropriate tasks within the context of the overall objectives of the post.

This post requires regular travel which may involve overnight stays.