

Head of Operations – Travel Training

Salary: Competitive

35 hours per week usually between 07:00 and 19:00. Weekend, early morning or evening work may be required.

The post-holder will initially be based in Southwark, London, but could be required to work at other locations within London and South East England

Responsible to:

Director, Independent Travel

Responsible for:

All ITT project managers (currently 3)

INTRODUCTION

HCT Group is an award winning Social Enterprise, using the power of business to achieve positive social impact. We generate our income from commercial transport contracts won in the marketplace, delivering them to a high standard, reinvesting profits into further transport services in the communities we serve, into training services for people who are long-term unemployed and into employment opportunities for people in deprived communities.

In 2017 we rolled out our first Social Impact Bond (SIB) funded travel training project with the London Borough of Lambeth and are currently mobilising two further programmes, with plans for additional projects through a phase 2 SIB. Travel training supports young people with special educational needs and disabilities to travel independently, enhancing their independent living skills, and ultimately their life chances.

Role:

The post holder will be responsible for ensuring the existing and new travel training projects are set up to maximise success. They will lead our drive to continuously improve our operational and financial performance, supporting the project managers to mobilise and deliver according to the terms of each contract.

Responsibilities

Service Development

- To ensure cost efficient delivery of safe, compliant, punctual, reliable and cost effective services across all travel training areas.
- To establish and maintain effective communications and reporting arrangements within the Travel Training team and with other functions.
- To lead, motivate and develop the Travel Training teams.
- To support the department's growth agenda at a strategic level, developing and implementing new systems, policies and processes as necessary, effectively managing change.
- To support the development of impact measures and service evaluation.

Management

- Manage the Independent Travel Managers, providing management support and oversight of the annual training plan.
- Set and monitor objectives for direct reports ensuring constructive feedback is provided to support individuals and the business's development.
- Ensure positive working relationships are maintained throughout the department.
- Lead team meetings: for peer support, sharing good practice, policy updates, team building and communication.
- Ensure risk assessments are in place for staff and projects, and that they are reviewed regularly.
- Provide support and guidance on safeguarding best practice.
- Carry out regular on-site service monitoring to ensure compliance is maintained across all contracts in relation to KPIs, finance, HR info, DBS arrangements and more.
- Ensure that all customer feedback is promptly and professionally received, investigated and responded to.
- Collate and deliver statistics and reports in accordance with set timescales or as requested.
- Support the delivery of training for operational staff and delivering measures to assess, support and develop staff to allow them to achieve their highest potential.

Budget management and financial reporting

- Responsible for a budget.
- Supporting ITT Managers to manage their budgets and report effectively.
- Oversight of all budgets, reconciling programme activity to payments.
- Regular forecasting and reporting to investor and funder.

New Project Mobilisation

- Support mobilisation in new areas, including project set up and recruitment.
- Contribute to the development of monitoring, recording and reporting systems for the Social Impact Bond partners.

Person Specification

- Proven senior management level experience.
- Ability to manage a remote and dispersed team.
- Prepared to work across multiple sites with regular travel between locations required.

- Ability to understand and implement company policies and procedures across a remote and dispersed team.
- The ability to work flexibly within deadlines.
- Ability to manage a diverse workload.
- A proven track record in delivering services within agreed budgets.
- Excellent administrative and organisational skills.
- Able to develop and produce reports and data.
- Ability to work with colleagues in a collaborative manner.
- Strong communication skills across diverse audiences.
- Logical with strong numeracy skills, with experience of managing complex budgets.
- Understanding the needs of people with a learning disability.