



**Head of Operations
Candidate Pack**

A letter from our CEO

I am delighted that you are thinking about joining the team at PiP. I hope this pack helps you understand our work, how we support our students to achieve their goals, and gives you the information you need to apply for the role of Head of Operations.

PIP works in the Westminster and Kensington & Chelsea communities to support adults with learning disabilities and autism to achieve their potential, move towards independence, and live their best lives. We were established in 1984 by parents wanting more challenging and ambitious support for their children and we now celebrate 40 years of impact. Our history is rich & varied and we have grown from 25 students a decade ago to near 90 students today.

From our custom-adapted centre on Kensal Road, where we moved in 2022, we run four key curriculum areas: Creative and performing arts; Employability, Health & wellbeing, and Independent Living Skills. Alongside this work we run a number of services in the community like our Training Enterprises e.g. Fruitful or Gig Buddies which supports adults with learning disabilities to access social events and make lasting friendships.

We challenge ourselves to be innovative and deliver a truly unique level of support and opportunities for people with a learning disability and autism. We work hard to empower our students to become as independent as they can be and live a life of their choice, despite the barriers. Everyone on the team is a vital part of ensuring that we do for the people we support while keeping a strong focus on fun.

The new role of Head of Operations will be vital for our organisation and form a key part of our team. You will be replacing our Service Manager who leaves us after twelve years and has played a key role in a growth journey for PiP that must continue so we meet the need of those we serve.

I do hope you will consider applying for the role. If you have any questions I would be happy to discuss the role with you.

Yours sincerely,
Denise Largin
CEO





Who we are:

PIP works in the Westminster and Kensington & Chelsea communities to support adults with learning disabilities and autism to achieve their potential, move towards independence, and live their best lives.

With around 30 staff and a Board of 8, we work to empower over 85 adults with Learning Disabilities and Autism every year to achieve their potential, move towards independence and live their best lives. We believe our people are our largest asset and we have invested significantly in growing our team in recent years to meet service demand and ensure our colleagues have the capacity to offer the quality of service we're known for in our community.

Our approach is student-led with our curriculum and each student's timetable the result of a collaborative approach with students, families, and social workers. Student goals can vary widely from learning to cook a meal to securing part-time work, to strengthening friendships or showcasing their creativity. Each student at PIP is referred by our Local Authority partners and with a waiting list of students we are confident we offer a top-tier service.

Financially we are stable with strong financial reserves and an income mix circa 75% commissioned services and 25% philanthropic partnerships. From this position of strength we plan to invest in the team, new services and projects to expand our provision and secure more impact in our community.

Why we need you:

This role forms part of our Senior Management Team so you are vital for the ensuring for setting the quality of our work and ensuring we can adapt and innovate our services to meet the needs of we serve.

If you see solutions, not problems, are adaptable and resilient and have a person-centred approach in all that you do then we are looking for you to join our team as we grow our services and expand our impact to support more adults with learning disabilities and autism.



Who we support and why:

At PiP, our focus is on teaching and learning life skills; PiP students range in age from 18 to 64 and our average student is around 34 years old.

PiP students have a range of learning disabilities including Down's Syndrome, Fragile X, Autism Spectrum Conditions (ASC), dual diagnosis with mental health problems and/or physical health conditions such as Diabetes and Epilepsy.

PiP's team deliver person-centred support to each of our students to identify their strengths, interests and passions. We support them and their families/carers to maximise opportunities in their community through signposting and working in partnership with like-minded organisations.

Structural inequalities in society mean that people with learning disabilities are not always recognised for their skills and talents and given the opportunity to live independent lives. We want to change that. And with your skills and talents, we can make sure that every PiP student has a voice and can make their own choices about their own lives.

We are keen for our students to always have a voice, including at PiP, and so we have two student forums to ensure everyone's voices can be heard. Our Student Council ask the big questions including holding our board and SMT to account. While every week all our students have student meeting with their own agenda where they can express their views on PiP and ask about elements like new staff, our leisure programmes, or sessions.



Our structure

After staff feedback on career progression and student development, PiP has in the last two years adapted our staff structure. This structure added a number of new roles to reflect our recent expansion in student numbers as part of our new centre. While allowing our staff to greater specialise and offer career progression for our student-focused colleagues into management positions.

Our Senior Management Team is formed of our CEO, Deputy CEO who focuses on PiP's Development, and this role of Head of Operations. This body serves to set the strategic direction for PiP alongside our trustee board. Our day-to-day Management team comprises these roles and our two managers for students services & curriculum co-ordination.

We then have our curriculum coordinators and project leads who manage either a learning pathway or a community project alongside our development workers and learning support assistants to deliver sessions for students.

What we're looking for



The Head of Operations holds responsibility for our day-to-day delivery, strategic development of our services, and operational team leadership.

You will be an experienced manager and leader as this role will sit on the PiP Senior Management Team and lead our team of circa twenty delivery staff.

You will be good at handling a breadth of often competing priorities as this role will encompass ensuring continuous improvement, working with SMT to develop our service and systems, through new projects or ways of working, and champion a learner-led approach to everything we do.

Finally, we need someone who will hold the responsibility of ensuring PiP meets our regulatory and reporting requirements, managing key relationships including with local authorities, and holding budget responsibility across our service.





Key accountabilities

Operations

- Manage and provide operational oversight of all PiP operations, within our centre and delivered in the community.
- Establish clear systems for performance reporting and monitoring, evaluation, and continuous improvement.
- Ensure compliance with safeguarding, risk management, data protection and other standards.
- Develop excellent partnership relationships with commissioners and key stakeholders

Beneficiaries

- Work with our operational team to create and deliver an educational and support programme that meets the needs and requirements of PiP's beneficiaries
- Lead on impact measurement for our beneficiaries across the operational team
- Ensure beneficiaries voices, including those of stakeholders like families or carers, are central to our planning and delivery of the curriculum and projects
- Work closely with our student services manager and project staff on referrals, alongside our curriculum manager on student progression, and transition to ensure the best possible service for beneficiary goals

Staff

- Line manage our curriculum and student services manager alongside other staff as required, and provide leadership to our operational team and across the charity's staff
- Continually strive towards a positive culture that recognises excellence, going the extra mile for those we support, and new ideas
- Lead on operational staff planning, recruitment and utilisation including the master and weekly rotas across our service
- Manage a staff development programme to support PiP's goals of a minimum of 50% applicable internal roles being filled by internal promotion



Planning

- Hold and oversee, as appropriate, operational budgets including for permanent and temporary staffing, curriculum, and activities.
- Work closely with the management team on the development of our core service and additional projects that allows us to provide more support to more people
- Work closely with senior staff and board to determine our response to our evolving operational dynamic including a shifting local authority commissioning landscape.
- Any other duties as required

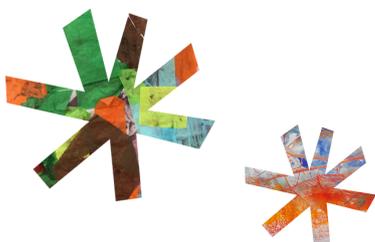
Person specification

Experience and knowledge - (E) = essential and (D) = desirable

- (E) Significant experience of leading and managing a staff team.
- (E) Significant experience of working with people with learning disabilities, or a similar vulnerable client group, including knowledge of Safeguarding of Vulnerable Adults (SOVA) processes.
- (E) Strong understanding of and commitment to a person-centred approach to working with people with learning disabilities, including planning, progress monitoring and review.
- (E) Experience of liaising with a wide network of agencies and sector professionals in support of student needs.
- (E) Knowledge of national and local legislation and policy affecting people with learning disabilities, including personal budgets. Alongside knowledge of key legislation and processes including on Health & Safety and Risk

Skills and abilities - (E) = essential and (D) = desirable

- (E) Ability to prioritise and manage own workload to meet deadlines effectively and under pressure.
- (E) Able to communicate effectively, both verbally and in writing, including the ability to maintain accurate records and produce reports for a variety of internal and external audiences.



Skills and abilities continued - (E) = essential and (D) = desirable

- (E) Team working: sharing ideas, providing and receiving support; maintaining positive relationships; able to communicate positively and effectively with the whole PIP community.
- (E) Able to take a lead role in the implementation of major tasks, including contributing to the delivery of key performance management targets and making organisational and systems improvements.
- (E) Able to manage and complete projects successfully, including delegating tasks and monitoring and evaluating progress against outcomes.
- (E) Able to establish, develop and maintain constructive and professional relationships with a wide variety of professionals and carers both internally and externally.
- (E) Able to liaise and work closely with student families, carers and other stakeholders in planning, implementing and monitoring support.
- (E) Able to take a flexible approach to work, including flexible and out of hours working in response to service needs and developments.
- (E) Willing and able to participate actively in a variety of fundraising events and activities, including some evening and weekend events.



What's in it for you?

- The salary for this role is £47,500, dependent on experience with incremental pay progression.
- You'll get 25 days holidays + bank holidays ever year. We're closed for Christmas but the rest of the year you may take leave whenever you wish.
- An extra day of annual leave for each year you've worked with us up to another 5 (30 in total)
- We offer a travel subsidy of up to £7.50 per day to help with the commuting costs.
- We provide a 4% pension contribution
- Free Employee Assistance programme 24/7 with access to counselling
- We offer regular team meals and socials - generally during work hours and they are optional.
- We offer a cycle-to-work scheme and as we're a charity you'll get access to savings like [charityworkerdiscounts.com](https://www.charityworkerdiscounts.com)

Working patterns

- This role is based at our 306 Kensal Road centre.
- The contractual hours are 37.5 hours per week. Our core hours are 9-5:00pm
- As an in-person service our staff are required to be on-site but we can support occasional homeworking
- With our focus on supporting adults with disabilities we believe it is vital to support our staff with neuro-diverse thinking or mobility issues. Many members of our team have reasonable adjustments, including members of our senior management team, and we are happy to discuss these.



Next steps

We ask you to apply by sending us your CV and supporting letter (max one side of A4), explaining how you meet the requirements on the person specification within the job description to: DeniseL@piponline.org.uk

We recognise that your experience may be from unpaid roles as well as paid employment. Please include any voluntary work if it helps to show why you are the right candidate for the job.

We want you to have every opportunity to demonstrate your skills, ability and potential. Please contact me on the e-mail below if you require any assistance or adjustment so that we can help with making the application process work for you.

If you would like an informal discussion about the role, please email our CEO DeniseL@piponline.org.uk

The closing date for applications is Friday 5th December. We encourage you to apply early, as applications will be reviewed as soon as they are received and we reserve the right to close the advert sooner subject to finding suitable candidates.

This post will require an enhanced DBS check to be undertaken. Having a criminal record will not necessarily disqualify you from acquiring the post.

