

THE BRIDGE

20 Gainsborough Street, Sudbury

The Bridge Project

Operations Manager Job Description

December 2020

Line Manager: CEO

Salary: £32,000 per annum

Hours: 37.5 per week

About the Bridge Project:

The Bridge Project is a dynamic charity with the primary purpose of assisting disadvantaged adults within the local community of Sudbury. We are a unique food-focussed social enterprise where hospitality and community are at the heart of what we provide, which is built on an ethos of sharing and inclusivity.

Job Purpose:

We are recruiting an Operations Manager to develop and oversee our meal deliveries, catering, and food production division at the Charity. This role will be one of three on the Senior Management Team reporting directly to the Bridge Project CEO. We are seeking a proactive individual with strong planning and delegation skills who is comfortable directing a diverse staff of food service personnel in a multiple type food service operation involving: food preparation and production; meal deliveries; and receipt of food donations. This is a rewarding role where you can have a true impact on the lives of our beneficiaries.

Duties and Responsibilities:

Operations:

- Provides overall management for the food service unit.
- Plans, organises, assigns, and supervises the work of a number of diversified personnel engaged in food preparation and service.
- Observes quality of food service and gives instructions for maintenance of high standards.
- Maintain accurate records of service delivery and produce reports for inspection by the CEO and the Board of Trustees.
- Assign, delegate, train personnel and determines work schedules.

Development:

- Help design, shape, and implement food service strategies supporting the wider Charity goals.
- Ensure growth targets are met to ensure the financial viability of the Bridge Project.
- Oversee the successful relocation of operations and services as may be required.

Standards:

- Reviews inventory and requisitions and purchases food supplies as required; makes direct special purchases.
- Responsible for ensuring the highest standards of compliance in relation to the law governing the handling, processing and transportation of food and general health and safety practice.

Leadership:

- Provide high quality management to the team, motivating and inspiring them to achieve our objectives through clear communication and regular reviews.
- Provide insight and be able to present our strategic performance with confidence to the wider Bridge Project team.
- Collect and monitor feedback from customers and staff to ensure continuous improvement.

<u>Person Specification</u>	<u>Requirement</u>	<u>Essential</u>	<u>Desirable</u>
Qualifications	GCSE's or equivalent grade A-C in Mathematics and English (Level 1 qualification)	✓	
	Clean full driving license	✓	
	Diploma or Degree level qualification (level 6 qualification) in related field: hospitality, business management, finance.	✓	
	Food hygiene certificate		✓
Experience	Experience of managing and leading an operational team	✓	
	Development of organisational plans and strategies with a diverse range of stakeholders	✓	
	Experience working in the voluntary, third sector		✓
	Working with vulnerable adults		✓
	Managing food service projects and or/delivery		✓
Knowledge	Experience of setting up new systems of work and processes to improve effectiveness	✓	
	knowledge of institutional or commercial food service management procedures and practices		✓
	Excellent understanding of food safety and hygiene		✓
	Safeguarding policies and procedures		✓

Skills & Abilities

- Excellent written and oral communication skills ✓
- Advanced IT Skills (Microsoft Office) ✓
- Ability to control and manage food service operations ✓
- Have high standards of customer service ✓
- Strong planning skills including attention to detail, critical thinking, multi-tasking, prioritising, and problem solving ✓
- Ability to maintain a variety of operating and general records and to prepare reports ✓
- Ability to work flexibly including evenings and weekend working ✓

Behavioural Competencies

- Leading and supervising: ✓
 - Provide others with a clear direction
 - Set appropriate standards of behaviour
 - Motivate and empower others
 - Delegates work appropriately and fairly
- Working with people: ✓
 - Listens, consults others and communicates proactively
 - Recognises and rewards the contribution of others
 - Adapts to the team and builds team spirit
 - Develops and openly communicates self-insight such as aware of own strengths and weaknesses
- Deciding and initiating action: ✓
 - Makes prompt, clear decisions which may involve tough choices or considered risks
 - Takes responsibility for actions, projects and people
- Persuading and influencing: ✓
 - Gains clear agreement and commitment from others by persuading, convincing and negotiating
 - Promotes ideas on behalf of self and others

Entrepreneurial and commercial thinking: ✓

- Demonstrates financial awareness
- Control costs and thinks in terms of profit, loss and added value
- Identifies business opportunities for the organisation

Analytical thinking: ✓

- Makes rational judgements from the available information and analysis
- Demonstrates an understanding of how one issue might be part of a much larger system
- Probes for further information or greater understanding of a problem
- Produces workable solutions to a range of problems (particularly as operations based). I think this is key considering a key aim of yours is for management to think independently and not always ask you for direction.

Job Application process:

1. Complete the attached application form which includes the provision for a supporting statement which will be assessed against the knowledge, skills and abilities section of the person specification and attach your CV.
2. If you meet the criteria you will be invited via email to carry out a number of psychometric tests remotely for us to determine your suitability for the role.
3. If you score well on the psychometric testing you will be invited to a competency based interview where you will be assessed against all aspects of the job description and the behavioural competencies within the job description.

Section 12 Recruitment Equal Opportunities Monitoring Form

In accordance with its policy on equal opportunities in employment, the Bridge Project will provide equal opportunities to any employee or job applicant and will not discriminate either directly or indirectly because of race, sex, sexual orientation, transgender status, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity.

In order to assess how successful this policy is we have set up a system of monitoring all job applications. We have asked for your name to enable us to monitor applications at shortlisting and appointment as well as application stage. We would therefore be grateful if you would complete the questions on this form. The questionnaire will be detached from your application form, stored separately and used only to provide statistics for monitoring purposes. There is no obligation on you to provide information. All applicants will be treated the same whether or not they provide this information. Thank you for your assistance.

Name:

Application for the post of:

To help us ensure that our Equal Opportunities Policy is fully and fairly implemented (and for no other reason) please COMPLETE THIS SECTION OF THE APPLICATION FORM:

What is your Ethnic Group?

Choose ONE section from A to G, then tick the appropriate box to indicate your ethnic background.

A. White

British

Irish

White non-UK

Northern Irish

Welsh

Scottish

Any other White background

(please give details):

B. Black, African, Caribbean, Black British

Caribbean

African

Any other Black background

(please give details):

C. Multiple/mixed ethnic groups

White & Black Caribbean

D. Asian, Asian British

Chinese

White & Black African

Indian

White & Asian

Pakistani

Any other Mixed background
(please give details):

Bangladeshi

Any other ethnic background
(please give details):

E. Asian or Asian British

Indian

F. Any other ethnic group:

Arab

Pakistani

Bangladeshi

Any other Asian background
(please give details):

Any other ethnic group, please specify

G: Prefer not to say

Gender

Male

Female

Prefer not to say

Sexual orientation

Bi/bisexual

Gay/Lesbian

Heterosexual/straight

Other

Prefer not to say

Religion or belief

No religion or belief	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Christian	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
Sikh	<input type="checkbox"/>	Other, please specify	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

Age Group

16-25	<input type="checkbox"/>	26-35	<input type="checkbox"/>	36-45	<input type="checkbox"/>
46-55	<input type="checkbox"/>	56-65	<input type="checkbox"/>	66-70	<input type="checkbox"/>
Over 70	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>		

Media

Please state where you saw this post advertised:

Present Status

Internal Applicant External Applicant

Section 13 Job Candidate Privacy Notice

Data controller: The Bridge Project

Named person responsible for data protection: Jo Searle, CEO

As part of any recruitment process, the organisation collects and processes personal data relating to job applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does the organisation collect?

The organisation collects a range of information about you through the job application process. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health, and religion or belief.

The organisation collects this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests.

The organisation will also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks. The organisation will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does the organisation process personal data?

The organisation needs to process data to take steps at your request prior to entering into a contract with you. It also needs to process your data to enter into a contract with you.

In some cases, the organisation needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The organisation has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The organisation may also need to process data from job applicants to respond to and defend against legal claims.

Where the organisation relies on legitimate interests as a reason for processing data, it has considered whether or not those interests are overridden by the rights and freedoms of job applicants, employees or workers and has concluded that they are not.

The organisation processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the organisation processes other special categories of data, such as information about ethnic origin, sexual orientation, health, religion or belief, age, gender or marital status, this is done for the purposes of equal opportunities monitoring with the explicit consent of job applicants, which can be withdrawn at any time by contacting jo.searle@thebridgeproject.co.uk

For some roles, the organisation is obliged to seek information about criminal convictions and offences. Where the organisation seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment/it to comply with a regulatory requirement to establish whether or not an individual has committed an unlawful act or been involved in dishonesty or other improper conduct/reasons of substantial public interest.

If your application is unsuccessful, the organisation will keep your personal data on file in case there are future employment opportunities for which you may be suited. The organisation will ask for your consent before it keeps your data for this purpose and you are free to withdraw your consent at any time by contacting jo.searle@thebridgeproject.co.uk

Who has access to data?

Your information will be shared internally for the purposes of the recruitment exercise. This includes members of the management and the recruitment team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

The organisation has an external HR provider who they may share your data with for support with the recruitment process. The organisation will not share your data with other third parties, unless your application for employment is

successful and it makes you an offer of employment. The organisation will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks.

The organisation will not transfer your data outside the European Economic Area.

How does the organisation protect data?

The organisation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

For how long does the organisation keep data?

If your application for employment is unsuccessful, the organisation will hold your data on file for [time period] after the end of the relevant recruitment process. At the end of that period or once you withdraw your consent, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
- ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact jo.searle@thebridgeproject.co.uk

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However, if you do not provide the information, the organisation may not be able to process your application properly or at all. If your application is successful, it will be a condition of any job offer that you provide evidence of your right to work in the UK and satisfactory references.

You are under no obligation to provide information for equal opportunities monitoring purposes and there are no consequences for your application if you choose not to provide such information.

Automated decision-making

Recruitment processes are not based solely on automated decision-making.

Background Information for Applicants

Thank you for your interest in the post of Operations Manager at The Bridge Project Sudbury.

The Bridge Project was established in 1995, our objects are:

“To relieve and rehabilitate persons who face multiple disadvantage through their learning, physical, mental and age-related experience or situation, resident in East Anglia in such ways as the Charity think fit”

Our principle aims are to:

1. Identify and actively pursue opportunities to maximise individual life satisfaction to people within Sudbury and the surrounding areas.
2. Provide a range of targeted services to
 - a. People with learning difficulties
 - b. Older adults
 - c. Those affected by dementia
 - d. People affected by mental health issues.

We provide a range of services and training programmes for vulnerable, learning disabled or socially isolated people. Until the current pandemic our services included:

- Our courtyard kitchen and café which provides a safe and stimulating real working environment for adults with a diverse range of learning disabilities to develop skills and confidence.
- A weekly lunch club for those 65+ offering a welcoming environment and a chance to reduce social isolation, eat nutritious meals and access a range of relevant information/advice
- Hot Meal delivery service – providing a community service delivering freshly cooked meals to frail, elderly, housebound people that aims to keep the recipients independent in their own homes whilst increasing social integration.
- Outside catering for events and pop up cafes, and provision of catering for AFC Sudbury and its academies
- Activity programmes for adults with learning disabilities currently include: working in a commercial kitchen environment and other hospitality services, ICT and Administration, ceramics and pottery, media and personal skills.
- Volunteer training and development

- A weekly meeting for those with dementia and their carers, seeing an average of 30 people each week
- A commercial shop in Sudbury providing volunteering and work training placement
- A supported housing project in Sudbury for two people with learning disabilities.

We provide support to more than 250 people a week and have contact with over 350 customers.

At the moment our cafes and dementia and mental health activities are not operating because of social distancing requirements.

The Bridge Project is entering a really exciting phase in our development as we go through a period of expansion and relocation of our services from one site to three sites in 2021. This growth and development will enable us to deliver more services to more people, and to operate in high quality premises.

To apply for the role please complete an application form and monitoring form and return it to recruitment@thebridgeproject.co.uk by the 16th December 2020.

This would be a very interesting time to join The Bridge Project, if you would like an informal discussion about the post please contact me by email:

jo.searle@thebridgeproject.co.uk