



## JOB ROLE: HEAD OF OPERATIONS

### Standing Tall – what we do?

Standing Tall is ending homelessness one person at a time by matching people experiencing homelessness with stable jobs and safe homes. It's the combination of the support we provide, a stable job and a safe home that's providing a realistic pathway for the people we help to leave the streets for good. Our model is working with 80% of the people we help being still off the streets and in the same job one year later!

When a person is ready, we place them into a stable real Living Wage job with one of our employer partners. At the same time, we ensure these people have a safe home by placing them with one of our Amici Hosts.

After 6 months with one of our Amici Hosts, the person is ready to get their own place. In 2024, we're expanding our operations from Birmingham, London and Manchester into Liverpool, Leeds, and Bristol. This expansion will mean we can double the people we will help from 45 to 90 per year.

### The role

A key reason for our 80% success rate is we match the right person with the right job and right Amici Host at the right time. This gives the person the best chance to leave homelessness for good.

As we expand, Standing Tall is now looking for an exceptional person to manage our team of Talent Scouts and improve the quality of the innovative work we do. (Each of our City Talent Scouts match and support 12-15 people each year into stable jobs and safe homes).

Identifying the right person, assessing their readiness for a full-time job, and working alongside them for 12 months is at the heart of what we do.

The Head of Operations will play the key role to manage and support our Talent Scouts to provide a consistent and high-quality service across our cities.

The organisation is looking for a versatile person who makes things happen and has a record of success in team leadership and operational management.

You will be responsible to ensure the Talent Scouts achieve realistic targets. You will also champion Standing Tall's person-centred approach encouraging our Talent Scouts to develop shared reflective practice in this area.



## The benefits we're offering

The role is a full-time hybrid role involving you working from one of our offices and from home. Standing Tall is offering an employment contract with an annual salary of £40,000 per annum and a NEST pension. If the successful candidate lives in London, there will be London weighting.

Standing Tall is a young organisation with a robust business model providing a real solution to reducing homelessness. In November 2023 Standing Tall won Social Enterprise UK's 'One to Watch' Award.

The organisation is agile and has a fierce ambition to grow its impact. As a result, this role represents a huge opportunity to make real change happen enabling you to develop with the role as the organisation grows.

Standing Tall is committed to diversity, welcoming applications from anyone who can demonstrate the key competencies we need. We celebrate diversity and we want to attract people who have had different life experiences.

## Key responsibilities of the role

### A. Line manage, support, coordinate and develop our team of Talent Scouts

1. Support and manage the performance of the Talent Scouts and ensure that annual and quarterly targets for people we're helping are met in each city.
2. Develop the skills of the Talent Scouts enabling them to identify employable talent among people experiencing homelessness and effectively assess their readiness for full-time jobs.
3. Provide line management, inspiration, guidance, and training to the team. Facilitate face to face contact as much as is feasible to encourage shared learning.
4. Ensure that the operation of our services is of high quality and high impact and consistent in each city of operation.
5. Develop a range of ways of working to ensure the Talent Scouts are supported as best they can be in their remote roles.

### B. Lead responsibility to improve the quality of the core work that Standing Tall does

6. Standing Tall has only been delivering its services for 3 years. The Head of Operations will play the key role in improving the quality of Standing Tall's core operations. This will include how:
  - a) Talent Scouts engage with referral organisations,
  - b) Talent Scouts engage with the people we are helping,
  - c) Standing Tall recruit Hosts,



- d) Talent Scouts support our Hosts,
  - e) Talent Scouts match people with jobs and with Hosts,
  - f) and how Talent Scouts support them into independent living.
7. Champion Standing Tall's person-centred approach by administering regular reflective practice-based sessions to develop shared learning for Talent Scouts.
  8. Drawing together a shared knowledge with delivery staff of best practice.
  9. Working with the CEO to improve the efficiency of Standing Tall's work to enable our Talent Scouts to spend the largest proportion of their time on supporting the people we help.

### **C. Organisational responsibilities**

10. Work with the CEO to develop and deliver effective ways to measure and report on the social impact the organisation is delivering.
11. Lead the development of the advisory board, identifying ways for it to be guided by lived experience of homelessness and employability challenges.
12. Develop, oversee, and report on the delivery of a training strategy for Standing Tall, ensuring skills are developed to support year on year improvement of the business and its services.
13. Providing relevant information to the CEO and Head of Partnerships on the job roles needed for future planning.
14. Be responsible for the delivery and updating of our safeguarding policy and reporting safeguarding issues, with recommendations.
15. Have a key responsibility for the ongoing development of Monday.com as Standing Tall's CRM system and support the Talent Scouts to use it on an ongoing basis.
16. Assist with the complaints process and risk management.
17. Contribute to the development of our business strategy and participate in Senior management meetings.
18. Provide accurate and timely financial reports.
19. Support and coordinate Talent Scouts with work on external communications.
20. Contribute to the recording and collation of Standing Tall's social impact in relation to the organisation's Theory of Change.
21. Take a positive and collaborative approach to work within the Standing Tall team.
22. Represent Standing Tall in the best way possible by conducting yourself with integrity and adhering to the organisation's values.
23. Working within a small staff team, you will need to undertake a wide range of tasks to help the organisation maximise its impact, and deliver other tasks as requested by the CEO.
24. The role will involve considerable travel to meet with each of the Talent Scouts. Typically, you might be visiting one city per week to facilitate face to face contact with your team members.



## About You

For this role, we will assess candidates on the competencies below.

## Competencies

### 1. Motivation (Essential)

A person with exceptional motivation and fire in their belly to advocate for talented people who have been through tough times. The person shows drive and capability to put Standing Tall's purpose and values into action.

### 2. Emotional intelligence (Essential)

What does this mean to us? Emotional intelligence means that an person has self-awareness, self-management, social awareness and social management. A person with exceptional emotional intelligence can manage their emotions, read individuals and their motivations and manage social situations to achieve the best outcomes.

### 3. Resourcefulness (Essential)

Working in a small young organisation, when the person comes across obstacles and problems, they use their resourcefulness and initiative to still achieve the outcomes needed.

### 4. Commitment to quality (Essential)

As a meticulous team worker with an exceptional commitment to quality will naturally focus attention on detail, ensuring an organisation's approach is consistent, achieving targets and measuring impact.

### 5. Coordination (Essential)

A person with an exceptional Coordination competency can focus on the team's objectives, draw out team members and delegate effectively.

### 6. Leadership (Essential)

A person with exceptional leadership to bring all he or she has to offer to work with others to enable so the best outcome can be achieved.

### 7. Financial competence (Essential)

A person with exceptional financial competence capable of understanding the financial consequences of operational decisions.



## **8. Commercial thinking (Essential)**

A person with exceptional commercial thinking who can identify opportunities to build financial surpluses and deliver to secure these.

### **How Standing Tall's story began**

Christy Acton, Standing Tall's Founder and CEO, used to work for a charity, responsible for running a night shelter in Birmingham. A significant number of people coming into the shelter were ready and capable of starting and keeping a stable job. Over a 3-year period, 20 people were matched into stable jobs being then able to move into their own homes. This is where the concept of Standing Tall began. As a social entrepreneur, Christy is determined for Standing Tall to make a significant impact on reducing homelessness in the UK.

### **Our Values**

These are the set of values we live by at Standing Tall, helping to guide our work and actions. They are based on our beliefs and how we see the world!

1. We are people-focused - People are at the centre of what we do. Standing Tall is built upon care and compassion.
2. We believe in working together - Drawing on everyone's skills and experience, we can make change happen together.
3. We believe in what people can do - People have skills and strengths to offer and we're about building on these.
4. We champion innovation - We push boundaries and show the world how to make real, lasting change.
5. We are forward-thinking - We want to influence society to apply new ways of thinking. Changing what people believe is possible.
6. We believe in taking responsibility - Enabling purpose-driven organisations to use their position of trust and influence to make good change happen.
7. We treat everyone with dignity - We believe that all people should be treated with the respect and dignity they deserve.
8. We make good change happen - We know good change is possible. A change in situation, a change in perceptions or a change for society.

### **How to apply**

Please email a covering letter setting out your competencies for the role along with your CV to [hello@standingtall.org.uk](mailto:hello@standingtall.org.uk) before the deadline of 5pm on Thursday 11<sup>th</sup> April 2024. In the subject line, please write 'Head of Operations'.



If you are shortlisted, you will be invited to an assessment centre day in Birmingham will take place on Tuesday 30<sup>th</sup> April (9am-5pm). Please keep this date free as we will not be able to offer any other date.

If you do not hear from us, please assume you have not been successful. As a small organisation, we do not have the capacity to provide feedback.