

Job Description

| | |
|------------------------------|--|
| Job title | Service Operations Manager (Census) |
| Location | Sheffield, with frequent travel around England and Wales, mainly London and Titchfield (ONS Headquarters) |
| Hours | Full time (37.5 hours pw) Fixed Term Appointment to end September 2021 <i>During operational periods (2019 Rehearsal and 2021 Census) you may be required to work out of hours to meet operational needs.</i> |
| Reports to | Head of Census Operations |
| Staff responsible For | Administrator (Census) |
| Date | April 2019 |
| Salary | Manager pay scale - £27,000 - £37,000 (depending on experience) |
| Other requirements | In taking on this role you will be required to sign the Census Confidentiality Undertaking which commits you to protecting personal information in line with legal and other requirements. |
| Benefits | <ul style="list-style-type: none"> • All employees with contracts of six months or more are invited to be a Member of the Good Things Foundation Staff Owned Mutual. This gives you voting rights for Staff Board Directors and at the AGM (Annual General Meeting) • 30 days holiday per year • 10% Employer contribution to a personal stakeholder pension scheme (when you contribute 5%) • Up to £500 contribution for work related training (or £200 for personal development and £300 for work related training) • Life cover and permanent health insurance • Confidential Employee Assistance helpline |
| Job Purpose | A high performing operational manager playing an instrumental role in helping Good Things Foundation continue to grow its impact as a charity, changing millions of lives through digital. |

Playing a key role in the development and implementation of Good Things Foundation's Assisted Digital service for the 2021 Census, working with the Office for National Statistics (ONS), you will be part of a dedicated project team leading the delivery of a high quality national service as part of a major national Government exercise. Leading the business planning and day-to-day operation of the Assisted Digital service, with responsibility for maintaining business continuity and managing on-the-ground capacity, you will contribute to supporting large numbers of people across England and Wales to participate in a 'digital first' Census as well as building their confidence with digital.

Proactive, resourceful and resilient, you will demonstrate your expertise in developing and then closely managing operational processes and services that meet nationally-specified standards. Expert in identifying and mitigating risk, and managing issues, your attention to detail and commitment to customer service will drive the delivery of a high quality service to the public.

In this pivotal role you will work closely with teams in Good Things Foundation, ONS, and local delivery partners in the Online Centres Network, leading and managing delivery and ensuring that all stakeholders understand and comply with ONS requirements.

With excellent communication, project management and partner/stakeholder relationship management skills, you will be at the heart of realising Good Things Foundation's charitable mission through the brilliant delivery of this project and management of partner relationships.

With a strong understanding of the wider environment, you will also stay up to date on relevant Government policy at a local and national level, and developments in the stakeholder landscape, identifying potential impacts and opportunities for Good Things Foundation.

Key Objectives and Accountabilities

Overview of responsibilities:

- Contribute to and help shape project/service development, the Service Operations Manager is day-to-day lead for service delivery and business continuity, ensuring all milestones are met and deliverables are achieved on time, within budget and to the standard required.
- Accountable lead for all service risk, incident, disaster recovery and business continuity plans and documentation, ultimately ensuring all risks are mitigated, the impact of issues is minimised and the Assisted Digital service is delivered to a high standard meeting specified national Government standards.
- Liaison with all key personnel on business continuity and risk/incident management, including the Regional Operations Team to be in place for operational periods of the project.
- Combine strong leadership with a collaborative team approach, drawing on key strengths and skills on the project team to enable all members to understand and champion the vision for the project agreed between ONS and Good Things Foundation, ensuring the Assisted Digital service and integration with other aspects of the Census model achieves this vision.

Business Continuity and Service Operations

- The design, delivery and implementation of the Business Continuity Plan, supported by a Scenario Handbook, which will be available to all members of the Census project team including the Regional Operations Team and will codify all potential scenarios faced by the service in delivery together with practical responses. Potential scenarios include:
 - Withdrawal of an Assisted Digital centre
 - Loss of key staff, such as the Head of Census Operations or trained Online Centre staff
 - Device failures within Assisted Digital centres
 - Issues with access or downtime of key digital/infrastructural systems developed by Good Things Foundation or ONS
 - Major service disruption, including power outages.
- Work closely with the Census project team and Good Things Foundation Senior Management Team to create responses for each scenario, which can be implemented immediately during operational delivery.
- Development of an Incident Management Plan, in line with the requirements set out in this tender specification and conforming with standards including ISO 27035 on Incident Management.
- Develop and be responsible for managing Disaster Recovery plans and processes, ensuring they are available to all members of Census project team including the Regional Operations Team.
- Ensure plans/processes are in place to record any incidents and share these with all Business Continuity staff in the Good Things Foundation team, and with ONS.
- Support the Head of Census Operations in providing 'real time' operational leadership of the project in peak periods of service delivery (Census Test, Rehearsal and delivery), coordinating delivery activities, risk and issue mitigation, scenario management, deployment to ensure Regional Operations Team and Online Centres are delivering a high quality service.

Project management and ongoing service development

- Lead the day-to-day delivery of the Good Things Foundation Assisted Digital service, taking direction from the Head of Census Operations working closely with a matrix team of colleagues.
- Develop and maintain key project management documentation including a project plan
- Build and maintain at all times strong relationships with key partners and stakeholders - including ONS - including at senior levels, that support the successful delivery of the project.
- Be accountable for any budgets delegated to you, being aware of all income and expenditure and ensure all proper records are kept and processes adhered to as required by Finance.
- Work closely with the project team, in particular the lead Service Designer to identify changes that quickly transform the development of the project/service and embed continuous improvement into day-to-day operations, taking quick, confident decisions to move things forward.

Operations and organisational development

- Seek opportunities to identify and share best practice from the Census Assisted Digital project and implementing changes based on insight and recommendations from colleagues within Good Things Foundation, in particular the Digital Social Inclusion team.
- Ensures your work is always in the best interests of Good Things Foundation and the Online Centres Network; support others across the organisation to deliver their objectives when needed and be proactive in identifying and addressing opportunities and threats to the whole organisation.
- Understand how some projects being delivered by Good Things Foundation are driving organisational change in line with longer term business objectives, and support the implementation of this change where appropriate.

Accountability

- Be accountable for your work to the Good Things Foundation Board, the wider staff team, funders and the Online Centres Network

Person Specification

| Criterion | | Essential (E) Desirable (D) |
|----------------------------------|---|--|
| Your Experience | <ul style="list-style-type: none"> ● Minimum 2 years' experience of successfully delivering complex projects that involve a range of demanding partners or stakeholders ● Experience of developing and implementing risk, business continuity and incident management processes ● Experience of managing complex budgets across different projects ● Experience of staff management and successfully coordinating a team to meet deliverables ● Experience and ability to blend a range of agile and waterfall methodologies <ul style="list-style-type: none"> ○ Agile training and Prince2 qualified ● A track record of making difficult decisions to remove blockers and keep delivery on track | <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> |
| Your knowledge and skills | <ul style="list-style-type: none"> ● Excellent written skills, in particular experience of formal report writing and process documentation ● A confident communicator with excellent people/interpersonal skills ● Excellent relationship building skills and the ability to work collaboratively both internally and externally, with people at all levels ● Excellent problem solving skills with a solution focussed approach ● Ability to empower, inspire and manage flexible teams to achieve delivery objectives ● Ability to balance strategic thinking with a practical approach to day-to-day operational delivery ● Budget management and financial skills, enabling confident control of delegated expenditure ● Good knowledge of Health and Safety, Safeguarding and Risk requirements ● Confident user of office software packages including spreadsheets ● Understands the power of digital to transform people's lives ● Ability to travel around the UK to support delivery management | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p> |

| | | |
|--|--|--------|
| Good Things Foundation Behaviours | <ul style="list-style-type: none"> ● We are collaborative ● We are positive ● We are creative ● We are people focussed ● We are inquisitive | |
| Your education and qualifications | <ul style="list-style-type: none"> ● Degree or equivalent ● Minimum of five GCSEs A* - C or equivalent, including Maths & English | D E |

Good Things Foundation is a social change organisation with a mission to ensure that everyone benefits from digital. We live the change we are seeking to achieve and encourage applications from diverse backgrounds. We operate a policy of providing equal opportunities in all aspects of work including recruitment, training, and promotion, whatever the colour, race, religion, belief, ethnic or national origin, gender, sexual orientation, marital status, age or disability of an employee, having regard to the individual's aptitudes and abilities and requirements for the job. Good Things Foundation is opposed to all forms of unlawful and unfair discrimination.