



RECRUITMENT PACK

DIRECTOR OF OPERATIONS AND DELIVERY

APRIL 2024





FOR A WORLD WHERE HIV HOLDS NO ONE BACK

GEORGE
HOUSE  TRUST
HIV POSITIVE LIVING



A Message From



Darren Knight CHIEF EXECUTIVE

HIV has changed and so have we. We are looking for a Director of Operations and Delivery to join the team for the next stage of our journey.

Developing our reach, our quality service offer, the way we involve people living with HIV and improving the way we do things are our strategic priorities and you'll be working across all four areas to strengthen George House Trust for the people we exist to support.

The Director of Operations and Delivery will work with me and the team to ensure that the services we provide, the systems we use and the way we do things meet the current and evolving needs of people living with HIV.

This pivotal role will lead our Operational Management Team, ensuring that we stay focused on the Delivery Plan and improving the way we do things.

We're an HIV charity and we can teach you the history and what's changed in relation to HIV. We need you to bring an eye for detail, a passion for people and a creative spark in developing ideas and solutions to improve the way we do things and prepare for the future.

If you've got any questions about the role, please get in touch and I look forward to reading your application.

Darren.

An Introduction To George House Trust



George House Trust is a charity with a clear vision for a world where HIV holds no-one back. Originally established in 1985 as Manchester AIDS Line, we've evolved over the years and we now provide a comprehensive range of services and support for people living with and affected by HIV.

We now offer more than 30 different services spanning everything from wellbeing, welfare and financial support. A big focus for our work is on social connectivity and innovative projects supporting people across a range of different issues including ageing well with HIV, supporting those with complex lives and promoting inclusion.

We currently employ 23 people and we're supported by 133 volunteers. Our organisational purpose is 'inspiring people living with HIV to live healthy and confident lives' and we're looking for someone to join our movement and share our purpose to make a positive change for people living with HIV.

Who We Support

George House Trust supports people living with and affected by HIV. Our work includes supporting partners, families, friends, colleagues and employees.

Young, old, newly diagnosed or living with HIV since the early 1980s, our team are wholly focused on person-centred and individual outcomes so that people can live well.

2,658
**PEOPLE LIVING WITH
HIV SUPPORTED BY
OUR PEOPLE**

“

My life was on the edge. I had a lot going on. I was able to pour everything into the counselling. It helped me so much. Now I am in a very good place, looking forward to the future. KAI

”



An Introduction To George House Trust

**£378,656
SECURED
THROUGH BENEFITS,
DEBT REDUCTION
AND WRITE-OFFS
AND GRANTS**

What We Do

A big focus of our work is on supporting people with a range of different issues relating to HIV across the whole life course, including support for young people, support for ageing well, supporting people with complex lives, tackling vulnerability, inequality and promoting inclusion.

All of our support is user led, designed with, by and for people living with HIV.

Why We Do It

George House Trust believes that people should have the support, information, advice and guidance that they need to live well with HIV. Everyday, we see people who face discrimination, some are living in fear and most are managing the consequence of structural and societal stigma that is unique to HIV as a health condition.

We see our role as the support service to enable people to realise their potential and focus on HIV positive living.



Where We Work

Our work in the North West region of England, with a focus on Greater Manchester and Liverpool.

56

**PEOPLE LIVING WITH
HIV SUPPORTED BY
OUR INTENSIVE
SUPPORT WORK**

“





Words fail me to express how much I can thank you. Without you, I don't really know who was going to help me. I can't even thank you enough.

ASH

”

Our Strategy

The strategic priority for George House Trust is to 'Ensure our work meets the changing needs of people living with HIV'. There are 4 strategic objectives that shape all that we do and they are:

-  **We will support more people.**
-  **We will provide quality services.**
-  **We will involve more people living with HIV.**
-  **We will improve the way we do things.**

The purpose, vision and values of George House Trust drive the organisation's strategy, focus and service delivery and are as follows:

Our Vision

A world where HIV holds no one back.

Our Purpose

Inspiring people living with HIV to live healthy and confident lives.

Our Values

Passionate. Inclusive. Responsive.

The Way We Work

George House Trust encourages accountability, individuality and flexibility in our team. We want our people to have ideas and turn them into action. We bring the team together regularly to explore ideas and share learning through team meetings, development workshops and externally facilitated workshops too.



Personal development is important to us too. We encourage people to learn and, in addition to providing an individual training budget for all staff, we actively encourage people to get involved in external partnerships that develop learning and networks.

The Benefits of Working at George House Trust

We offer an excellent employee benefits package which includes:

- an individualised approach to flexible working.
- an 8% non-contributory pension scheme.
- a cycle to work scheme.
- a dedicated training budget for each employee.
- full remote digital access to enable agile working.
- 25 days annual leave plus 8 bank holidays plus additional days at Christmas.

...plus, many other benefits.



The Team



George House Trust currently has **22** employees. The team is supported by **133** active volunteers. We are led by a board of **9** trustees who bring a blend of skills, experience and passion to the strategic leadership and governance of the charity. As a user-led organisation, George House Trust has a Membership structure with over **150** Members who are people living with HIV, allies and supporters.



GEORGE HOUSE TRUST
HIV POSITIVE LIVING

FOR A WORLD
WHERE
HIV
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HOW TO APPLY

GEORGE HOUSE TRUST
HIV POSITIVE LIVING



How To Apply



Please apply by writing, in MS Word format or Google docs and in no more than 2,000 words, answering the following questions:

- 1 **Why are you applying** for the Director of Operations and Delivery role?
- 2 **How you meet the criteria** in the person specification.

Please also add your current CV to your application.

All applications must be submitted to: recruitment@ght.org.uk in an editable format [ideally Microsoft Word or similar] by 12pm [midday] on Thursday 16th May 2024, together with your completed demographic monitoring form. Please do not submit your application as a PDF.



If you have any questions about this role or the application process, contact Darren Knight, by emailing darren@ght.org.uk or calling 0161 274 4499.

Interviews will be held in late May 2024 and they will be held in person at George House Trust.

Director of Operations and Delivery: About The Role



HOURS

35 hours per week [full time].

CONTRACT

Permanent.

SALARY

£45, 441 [NJC SCP 37].

LOCATION

Manchester, with regular travel expectations.

ACCOUNTABLE TO

Chief Executive.

Purpose Of The Role

The key purpose of the Director of Operations and Delivery will be to ensure that the systems, processes and activities of George House Trust run effectively so that we can focus on ensuring the highest quality support for people living with HIV.

As a member of the Senior Leadership Team, you will work with stakeholders across the organisation to ensure that we continue to punch well above our weight.



Principal Responsibilities and Tasks

Your key areas of focus will be:

- To work with the team and people living with HIV to design, develop and deliver quality services that improve the outcomes of people living with HIV, including developing the digital offer.
- The effective utilisation and development of our internal systems and processes, including finance [particularly budgeting and budget management], website, I.T. and online HR system.
- Working with Operational Managers to ensure that everything runs smoothly across our delivery programmes and operating sites.
- The implementation of, and performance reporting against, our Delivery Plan.
- Leadership, coaching and development of the Operational Management Team and other colleagues.

You will also be working closely with the Chief Executive, the Board of Trustees and the team on identified and emerging organisational, service and development goals.

What we want from you

At George House Trust we're clear on our purpose and vision, however we're open to inspiration and creativity on how to get where we need to be, that's where you come in.

Whether you're in Greater Manchester, Liverpool or somewhere else, you'll be working with passionate people in our team across all sectors and people living with HIV, collaborating on new solutions to support people to live well and we want you to bring the challenge needed and the lateral thinking that will improve our offer.

If you can ask the right questions, help people reflect on their practice and you have a flair for influencing change, then you'll be an excellent fit for this role.

Disclosure and Barring Service (DBS)

We will expect you to have a DBS check for this role.

Flexibility

George House Trust does fully support flexible and hybrid working and we're open to discussing options.

Diversity and Inclusion

George House Trust deals with diverse issues and we need a diverse team to respond to them, we particularly welcome applications from Black African and other racially minoritised groups and communities as they are currently underrepresented in our work force.

We **ALWAYS** actively encourage applications from people living with HIV.

Person Specification

This acts as the selection criteria and the more of the criteria that you demonstrate you are able to meet in your answers, the greater your likelihood of being invited to interview.

Experience

- Evidence of developing and managing key performance indicators to monitor the achievement of an organisation's strategy and business plans.
- Experience of being responsible for budget management, involved in budget setting and a working knowledge of financial processes and controls.
- Experience of implementing organisational development and culture change initiatives.
- Experience of a leadership role in a charity or SME.
- Experience of coaching and developing colleagues to achieve their full potential.
- Experience of managing multi-site operations.

Skills

- Excellent project and programme management skills.
- Able to advise on organisational issues and risks and implement mitigations and solutions.
- Able to work with multiple stakeholders and in partnership to achieve shared outcomes.
- Excellent leadership, influencing and political skills.

Knowledge and understanding

- A working knowledge of codesign and inclusion in a service design and development context.
- A knowledge and understanding of complex social issues and their impact on marginalised and diverse groups.
- An understanding of the need and importance of developing culturally competent solutions.
- A knowledge and awareness of Data Protection and confidentiality in a service delivery environment.

Attitude and behaviours

- Emotionally aware and able to understand and navigate alternative perspectives.
- A willingness to think of abstract and creative solutions to complex problems.
- Values led and person-centred focus.

George House Trust will consider any reasonable adjustments requested by applicants with a disability (as defined under the Equality Act 2010) who meet the requirements of the post to be invited to interview, in line with the Disability Confident scheme.



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