



OPERATIONS MANAGER BIG NOISE DOUGLAS

BASED: Douglas, Dundee

APPLY BY: Friday 22nd November 2024 at 10am

SISTEMA SCOTLAND INFORMATION

Sistema Scotland delivers its work through the delivery of Big Noise programmes across six communities in Scotland. These communities are Raploch & Fallin in Stirling, Govanhill in Glasgow, Torry in Aberdeen, Douglas in Dundee and Wester Hailes in Edinburgh.

Our current strategy:

At the heart of Sistema Scotland's current strategy is a commitment that our Big Noise programmes will support children, young people, families and communities in Scotland to sustain and improve their wellbeing, resilience and learning, and to strengthen networks by:

- targeting our long-term, immersive support in communities of greatest need and
- broadening impact by sharing resources and creating learning partnerships

What we do:

Our Big Noise programmes use music and nurturing relationships to support children and young people to realise their potential as well as improving lives and strengthening the communities we work alongside. Our programme is focused on early intervention and stimulating generational social change, increasing confidence, aspiration, community cohesion, pride and developing high level skills in the young people involved.

Who we work with:

We work with children and young people from babies to school-leavers, their families and the wider community.

How we do this:

Our Big Noise programmes include instrumental lessons, general musicianship sessions, and group teaching in our afterschool & holiday clubs, as well as home visits and community choirs/ensembles/performances.

For more information, please see our website:

<http://www.makeabignoise.org.uk/work-with-us>

THE TEAM

We currently employ approximately 190 staff across our six centres and Sistema Scotland's central team. Each Big Noise Centre team consists of the following posts: Head of Centre, Operations Manager, Administrator(s), a team of Senior Musicians, Musicians and Support Workers, and a team of volunteers and cover musicians (freelance). All musician roles work as part of a team, have scheduled time for planning lessons and access to our curriculum of materials.

The Chief Executive Officer reports to a voluntary Board of Directors.



JOB INFORMATION

- POST:** Operations Manager, Big Noise Douglas
- REPORTS TO:** Head of Centre – Big Noise Douglas
- BASED:** Douglas, Dundee
- TENURE:** Permanent
- DAYS OF WORK:** Full time; working 5 days (35 hours) per week, Monday to Friday 9am to 5pm (with 1hr unpaid lunch break).
- SALARY SCALE** £41,934 - £45,865 per annum, pro rata. New staff are appointed on the first point of the scale. So, working 5 days a week all year round, the gross salary each month will be £3,494.
- SUPPORT & SUPERVISION:** All staff also have regular protected time with their line manager (Support and Supervision) as well as the opportunity for an annual review to discuss performance, development and to set out annual goals (Performance and Development Review). These structures are in place to ensure that staff feel supported, equipped and confident in their roles. Staff will have Support and Supervision sessions every 4 weeks during their probationary period (3 months) and every 8 weeks at all other times.
- LEAVE:** We offer the equivalent of 37 days paid holiday per year (pro rata for part time staff); 19 of these days are set when we operate shut down periods over Christmas and New Year, Good Friday/Easter Monday, May bank holiday weekend, and 1 week in August. Staff can take the remaining 18 days flexibly throughout the year in agreement with their line manager. Staff are also entitled to an extra week of leave during a shut down period in August, should you be in our employment at this time, based on the hours you would be due to work that week.
- We also offer the equivalent of up to 2 weeks unpaid leave per year (pro rata for part time staff) to allow staff to benefit from other work and commitments throughout the year should they choose to do so.
- PENSION:** After you have completed 3 months service with Sistema Scotland, staff are auto enrolled into a contributory pension scheme where Sistema Scotland match employee's contributions at 5%. Staff can choose to opt out of the scheme.
- RIGHT TO WORK:** We welcome applications from diverse cultural backgrounds. We also welcome applications from all nationalities; however, we are unable to offer visa sponsorship for this role, so before you apply for this post please ensure that you have the right to work in the UK. For more details on eligibility to work in the UK, please visit <https://www.gov.uk/check-uk-visa>. We will ask you to bring proof of your eligibility to work in the UK with you to interview.
- START DATE:** January 2025



HOW TO APPLY:

To apply for this role you must complete our online application form at <http://www.makeabignoise.org.uk/work-with-us> where you will also find the full job and person specification (no CVs please). As well as detailing your qualifications and work experience, you will also have the opportunity to explain why you are interested in working for Sistema Scotland at Big Noise Douglas and how you meet our requirements as detailed in the job/person specification.

On the application form we will also ask you to give us the names and contact details for two referees, one of these should be your current or most recent employer (please state if you would prefer us not to contact your current employer until you are provisionally offered the role).

Closing date for applications is Friday 22nd November at 10am

The selection process will be held in Douglas, Dundee on Friday 29th November 2024 and will include a panel interview, a short presentation and a competency task.

For any additional information please e-mail recruitment@sistemascotland.org.uk or telephone 01786 236914.

The successful applicant will be subject to PVG check although having a criminal record will not necessarily be a bar to working with Sistema Scotland.

OPERATIONS MANAGER (BIG NOISE DOUGLAS) JOB DESCRIPTION

1. PRINCIPAL AIMS

- 1.1 To support the Head of Centre, and as part of the Big Noise Centre Senior Team, ensuring high quality procedures, processes and operational functions are embedded to maximise the success of the programme.
- 1.2 To provide leadership and support for the Big Noise Douglas Administration and Support Worker teams and enabling them to deliver the best outcomes for the children, young people and community members in the programme.
- 1.3 To work as part of a dynamic team delivering the Big Noise programme, a music education based social development programme in the Douglas community of Dundee.

2. PRINCIPAL DUTIES

The following gives an indication of the duties and responsibilities that the post may involve. The exact nature of these duties and responsibilities will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required and is appropriate to the role.

- 2.1 Supporting the Head of Centre and, as part of the Big Noise Centre Senior Team, to ensure all management, operational and administration processes are embedded, effective and clear to all staff, cover musicians and volunteers.
- 2.2 Operational management of the Big Noise after school (2.45-5pm Monday to Thursday in term time) and holiday Programme (all day Monday to Thursday in holidays); ensuring safety for everyone, and that all policies and procedures are being followed.
- 2.3 Management and supervision of the Big Noise Centre Administrator(s) and Support Workers.
- 2.4 Leading on effective timetabling of all staff, cover musicians and volunteers, allocation of rooms, scheduling of instrumental lessons etc within the programme (including after school, in school and holiday provision)
- 2.5 Leading on management of the Big Noise Centre office and delivery spaces.
- 2.6 As part of the senior team, overseeing the after-school programme as required.
- 2.7 As part of the senior team, deputising for the Big Noise Centre Child Protection Coordinator (Head of Centre) as required.
- 2.8 Overseeing the health & safety at the after-school and holiday programmes; for example, ensuring that spaces are safely set up, sessions adequately staffed and maximum occupancies of rooms adhered to.
- 2.9 Overseeing signing children in and out of the after-school and holiday programmes, supporting any children out of sessions and monitoring the parents in and out of the building at after-school.
- 2.10 Lead Health and Safety Officer for the Big Noise Centre including the creation and review of risk assessments, supporting the health and safety rep, ensuring safety checks are up to date and part of ongoing processes and routines

- 2.11 Building and sustaining positive relationships with identified key local partners and acting as a champion for the programme.
- 2.12 Building and sustaining positive relationships with parents and community members, ensuring effective systems are in place to communicate regularly.
- 2.13 Leading on Project management for identified key events and concerts delivered by the Big Noise Centre; and supporting with the operational elements of all events (including ensuring adequate administrative support).
- 2.14 Overseeing the management and development of volunteer programme including recruitment, induction, yearly training plan, supervision and regular communication.
- 2.15 Supporting the Head of Centre to oversee identified budget areas for the Big Noise Centre.
- 2.16 Overseeing and ensuring accurate salary information for all the Big Noise Centre staff is collated and sent to Sistema Scotland team for processing.
- 2.17 Ensuring accurate information is collected and maintained for programme participants on the database, and keeping an oversight of the database for the Big Noise Centre.
- 2.18 Ensuring asset registers and instrument inventories are accurately maintained
- 2.19 Ensuring support and implementation of evaluation frameworks and systems, including participation records and reporting, relating to the Big Noise Centre.
- 2.20 Management and organisation of regular visitors to the programme.
- 2.21 Attendance at and participation in identified in centre meetings (e.g. senior team meetings, whole team meetings) and cross centre meetings (e.g. peer meetings etc).
- 2.22 Providing reports on key operational areas (e.g. safeguarding/child protection, health and safety, volunteers etc) for Board meetings (and relevant Board committees).
- 2.23 Overseeing the processing of orders (instruments / merchandise / equipment).
- 2.24 Managing the annual leave process for staff in the Big Noise Centre.
- 2.25 To undertake such other responsibilities as shall be assigned from time to time by the Head of Centre.

All Posts in Sistema Scotland:

- 2.26 To contribute to the development of a professional working and learning environment in the organisation.
- 2.27 To contribute to the organisation's understanding of diversity and its implications for the arts, education and community and to ensure this understanding informs all the organisation's activities.
- 2.28 To ensure adherence to the organisation's policies and procedures with particular reference to safeguarding/child protection, equality, diversity and health & safety.
- 2.29 Supporting the organisation in its journey to becoming a net zero organisation.
- 2.30 To work in a flexible manner in line with the organisation's social and corporate objectives and to be willing to undertake other duties as reasonably requested.

OPERATIONS MANAGER (BIG NOISE DOUGLAS) PERSON SPECIFICATION

We are looking for someone who is/has:

- A belief in the benefits that a social programme such as Big Noise / Sistema Scotland can have.
- A passion for music and belief in the impact and transformative power it has for children and the wider community.
- Experience and success in taking on leadership roles and responsibilities.
- Excellent communication skills with children and adults.
- Proven project management experience.
- Experience of organisational relationship management (internal and external).
- Experience of working within a challenging and high-pressure environment.
- Experience of implementing and managing office and building systems and procedures.
- Experience of working with communities and volunteers.
- A relevant qualification at HNC or SVQ level 3 level (or equivalent) or above.
- Ability to work as part of a dynamic team as well as having individual initiative and drive.
- Experience of managing budgets.
- Experience of database management.
- High level of IT skills, particularly MS Word and MS Excel.
- Ability to build and sustain positive relationships with a variety of stakeholders.
- Excellent organisational skills and ability to manage a high-pressure work load.
- Proven commitment to personal and professional development.
- Passion and commitment to inclusive practice and youth voice.
- Patient, empathetic and understanding.
- Belief in opportunities for all, and high expectations for all.
- Ability to work flexibly, occasionally in evenings and weekends as appropriate. Travel may be required occasionally.
- Commitment to the long-term goals of the programme, our participants and communities.

We would ideally like someone who is/has:

- Training or professional development in project management.
- Training or professional development in people management.
- Educated to degree level or equivalent.
- Experience of working with children/young people.
- Experience of outreach work and delivery of community learning and development work.
- Experience of working with children with additional and complex needs.
- Experience of working in areas of multiple deprivation.
- Partnership working with local, national and international organisations.
- Experience of establishing and managing a volunteer programme.