



Role Description

Title: Team Leader - Operations

Reports To: Operations Manager

Salary: £30,030 - £33,670

Hours: 35 hrs per week

The Good Shepherd has a long history of supporting the most disadvantaged people in Wolverhampton. Our mission is to end homelessness, support recovery, and create pathways out of poverty.

We provide, food practical support, 1-1 and group support for people who are homeless, have multiple complex needs, vulnerable families, and people on low incomes. We support people to obtain accommodation, move towards employment, access training or education and develop skills to build self-reliance.

Values Our core values are hospitality, compassion, and respect. We recognise each person's dignity and potential for growth, and we deliver services in a person-centred way.

Role Summary As the Team Leader - Operations, you will play a pivotal role in ensuring the seamless operation of our day-to-day services. Collaborating closely with the Operations Manager and Service Manager, you will lead and support a dedicated team, ensuring that all aspects of our front-of-house triaging, free-to-access food services, and food deliveries are executed efficiently and effectively.

Duties - Food and Advice

- Management of a team of Key Workers/ Project Workers and Head Cook.
- Ensure the smooth and safe day to day running of our food services.
- Work with the Volunteer Co-ordinator around the effective use of volunteers and create new engaging volunteer roles in the service.
- Work with the Operations Manager to ensure day to day running of services are delivered effectively in line with Good Shepherd policies and procedures.
- Take responsibility of vans and drivers working within the food service.
- Ensure the accurate and timely monitoring of key information including client activity, food donations and surplus donations.
- Generate monthly and quarterly reports for internal and external stakeholders and analyse data and performance.

Duties – Triage Services

- Lead daily briefings, working with the duty manager to cover all aspects for the services that day.
- Work with the management team to roll out the new Expert Advisors model.
- Work with the Service Manager to deliver person centred/recovery focused supervisions for LEAP volunteers.
- Work with the wider Good Shepherd team to centrally coordinate external agencies onsite.
- Support the Service Manager with the development of the LEAP project.
- Work with the Volunteer Co-ordinator around the effective use of volunteers and create new engaging volunteer roles in the service.

General Duties and Responsibilities

- Adhere to Good Shepherd safeguarding policies and procedures and take an active approach to safeguarding children and vulnerable adults.
- Record and update service user activity in line with GS Confidentiality Policy
- Maintain a high level of professional boundaries in line with GS Policy
- Provide regular staff supervision and team meetings.
- Provide consistent staff cover through fair staff rotas and effectively utilising our team of volunteers.
- Work with the Operations Manager to develop and improve services.
- Work with the Operations Manager to ensure Health and Safety policies are followed and risk assessments are up to date and in place.
- Always observe Health and Safety regulations related to the role and comply with GS Policies and Procedures.
- Any other duties which reasonably fall within the range and responsibilities of this post, as requested by a member of the management team.

Person Specification

Qualifications

Essential

- Leadership/ management qualification/s in a relatable field

Experience, Knowledge & Skills

Essential

- Proven experience in an operations management role or similar.
- Experience in team leadership or supervisory roles.

Desirable

- Experience in the industry specific to the hiring organisation.
- Experience with project management software and Office 365 Suite.

Abilities and attributes

Essential

- Strong leadership and team management skills.
- Excellent organisational and multitasking abilities.
- Proficient in data analysis and performance metrics.
- Strong problem-solving skills and attention to detail.
- Excellent communication and interpersonal skills.
- Proficiency in Microsoft Office Suite and relevant software.
- Knowledge of the organisation values and objectives.

Personal Attributes

Essential

- High level of integrity and professionalism.
- Strong decision-making capabilities under pressure.
- Adaptability and willingness to embrace change.
- Commitment to continuous improvement and learning.

Desirable

- Innovative mindset.
- Strong customer focus and commitment to service excellence.

Please note the successful candidate will be required to complete an Enhanced DBS check.