



Kummissjoni Ejjew Għandi

KUMMISSJONI EJJEW GĦANDI

Central Office
72A, Triq Villambrosa,
Ħamrun

Head of Operations

Job Description

(Ref. KE/2017/24)

DEADLINE	17 January 2018
ROLE PROFILE	<p>We are seeking to recruit a Head of Operations who will be responsible for leading and managing a comprehensive array of services and programs across Kummissjoni Ejjew Għandi. Reporting to the Director, the post holder will review, on an ongoing basis, services being offered and develop new programs as needs emerge and growth demands. The Head of Operations will inform the Director of all program issues and accomplishments and will provide summary reporting to the Board of Directors. The post holder will be a member of the senior management team. Ejjew Għandi offers 24 hour care and therefore the Head of Operations is required to be flexible to meet the needs and responsibilities of the role.</p> <p>Ejjew Għandi offers services for children in care, women who experienced domestic violence and their children, and a preventive service for families aimed at promoting a nurturing environment within families.</p> <p>A warranted social worker, the Head of Operations will need to offer supervision and guidance to Managers and social workers within the organisation.</p>
TERMS AND CONDITIONS	<p>The Head of Operations will have a starting salary of €32,400 per annum rising by annual increments of €1,200 up to a maximum of €36,000. The role also benefits from €1,200 annual car allowance and €800 mobile phone allowance, and a 5% performance bonus at the discretion of the Director.</p> <p>The role be based at <i>Ejjew Għandi</i> Central Office in Ħamrun with travel required to the different venues where services are offered by the organisation.</p> <p>The new appointee will be required to undergo an induction phase and other relevant training which may be deemed necessary. The post is full-time and subject to twelve months probationary period. The person appointed will be subject to the rules and regulations of <i>Ejjew Għandi</i> and the Archdiocese of Malta.</p>
KEY RESPONSIBILITIES	<p>Service staff and resource management</p> <ul style="list-style-type: none">• Supervision to Managers and social workers as required• Production and implementation of operational work plans and budgets• Recruitment and management of service staff and resources to achieve required service response, quality and cost performance indicators• Management and monitoring of services budgets including analysis, reporting and action on variances• Development and oversight of staff appraisal and supervision systems• Resolving performance issues among staff and volunteers engaged in services

Children's Homes • Domestic Violence Shelter • Community-Based Prevention

T: +356 2247 0900 W: [facebook.com/EjjewGhandi1](https://www.facebook.com/EjjewGhandi1) E: info@ejjewghandi.org

Member of International Catholic Child Bureau

Fondazzjoni għall-Opri Soċjali fl-Arċidjoċesi ta' Malta VO/1415

Managing Performance

- Monitoring performance against targets and deliverables for all services including performance of Managers and their teams
- Financial tracking and monitoring (alongside the Finance and Administration Manager)
- Reporting performance trends and issues to the Director and the Board of Directors.

Relationship Management

- Maintain relationships with the Archbishop's Curia, government agencies and representatives and any other key stakeholders

Reporting

- Production and presentation of monthly reports for the Board of Directors
- Production of reports and updates to the Director, to support internal strategic and performance review processes as requested by the Director

Service and business development

- Analysis of performance leading to service changes and improvements to increase user and funder outcomes/level of satisfaction/perceived value of the service
- Collaborative working with the Director and managers across a range of services within the organisation in order to strengthen the role and contribution of existing services and create new opportunities for services where needed
- Negotiation, development and implementation of new, scaled up or pilot services in collaboration with external and internal management functions and staff
- Collaborate with the Finance and Administration Manager to develop a fund-raising strategy and encourage staff availability as and when necessary to support events
- Management of change plans including internal and external communications, HR and related technical issues
- Oversight of service materials, instructing and taking advice from professional advisors as relevant

Representing the Organisation

- Representing the organisation at external events and development fora

Other responsibilities

- Work collaboratively with other organisations within the Church in Malta and Gozo and the Archdiocese of Malta as necessary
- Meet legislative and all relevant regulatory requirements
- Ensure the values of Ejjew Għandi and the Archdiocese of Malta are upheld across the organisation
- Carry out duties in accordance with Ejjew Għandi principles, policies and procedures
- Lead on the development and monitoring of quality assurance systems

- Liaise with other agencies, as necessary, to improve and link the delivery of services to service users
- Participate in national planning groups with governmental and voluntary organisations to represent the needs and interests of service users
- Strategic involvement with fundraising, PR and social policy work
- Attend meetings and training courses as required, including regular supervision meetings and annual appraisal with the Director
- Undertake from time to time such other tasks as may be required including administrative duties in connection with the post
- Uphold and implement the policies and procedures of Ejjew Għandi throughout all aspects of the work of the organisation

QUALIFICATIONS AND EXPERIENCE

In possession of a Diploma or Bachelor's Degree. A warranted social worker according to the Laws of Malta. A minimum of eight years of relevant experience in management.

PERSONAL QUALITIES

- Embrace Ejjew Għandi's values and behaviours that support the values
- Committed to Ejjew Għandi's vision
- Strong written and verbal communication skills
- Self motivated
- Resourceful and able to perform under pressure
- A victim-centred approach to working with victims of abuse
- Solid organisational and analytical skills
- Ability to manage multiple projects, priorities and deadlines
- Assertive and empathetic. A good listener with a non-defensive approach
- Willing to take responsibility and be accountable

HOW TO APPLY

Please send a written statement detailing how your skills match the requirements listed in this Job description and quoting Ref. KE/2017/24, together with your CV and the contact details for 2 Referees to:

Andrew Azzopardi
 Director
 Kummissjoni Ejjew Għandi
 Email: info@ejjewghandi.org

Ejjew Għandi's talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation. To this aim we follow the policy and practice guidelines issued by the Archdiocese of Malta and the Safeguarding Commission.

© Kummissjoni Ejjew Għandi 2018