

Relate NI



APPLICATION PACK

INVESTORS IN PEOPLE®
We invest in people Standard



Welcome!

DUANE FARRELL, CEO

Hello and thanks for downloading this recruitment pack and for your interest in joining the team at Relate NI as we seek to ensure that healthy relationships are at the heart of a thriving society here in Northern Ireland.

Relate NI is passionate about enabling good quality relationships for our diverse society in Northern Ireland. Through our experience of working with people across Northern Ireland, we've come to understand that relationships not only give our lives meaning; they are of vital importance to our wellbeing. In fact, good quality relationships are one of the most important assets we have as a society. Research and evidence now demonstrate why good quality relationships matter. Evidence indicates that good quality relationships are a crucial protective factor which can shield us from the effects of long-term health conditions; aid our recovery and can even prevent illness in the first place.

This is an exciting time to join the team at Relate NI team as we celebrate 75 years of providing high-quality support for people and their relationships right across Northern Ireland, and as we look towards the ongoing relationship support needs of people and communities in the years to come.

Here at Relate NI, we understand that our people are the key means through which we support people to improve their lives and relationships.

That's why we pay attention to making Relate NI a great place to work. We achieve this through our pay and benefits package; through attention to living the organisation's values; and through the support provided to our team in their day-to-day work. We were delighted recently that this work was recognised when Relate NI was awarded the Investors in People standard.

So please take some time to find out more about Relate NI, the work we do and why you should think about submitting an application to come and join us to make a difference in the lives of people and communities right across Northern Ireland.

We look forward to receiving your application.

Duane Farrell, CEO



ABOUT RELATE NI

Relate NI is a charity with a mission to make expert information and support for healthy relationships available for everyone. Our vision is of a future where healthy relationships are at the heart of a thriving society. We have a number of ways in which we do this:

1 - Provision of Therapeutic Services

Our core service and what we are best known for is the counselling support we have provided to people across Northern Ireland for more than 75 years. We provide counselling in the community to families, couples, individuals, teenagers and children from our premises in Belfast and Portadown, and through our out centres in Foyle, Coleraine and Ballymena. Our counsellors are qualified and have several years of experience in relationship counselling. Relate NI is registered with the British Association of Counselling and Psychotherapy (BACP) and adheres to its professional standards. We also work with community-based organisations in Belfast to provide counselling and other support to primary school children through the FSCN, MuMO and STEP programmes.

2 – Provision of Education and Training Programmes

Relate NI has always advocated for Relationship and Sexuality Education and works in partnership with Nexus NI and The Rainbow Project to provide this to young people aged 15 and 16 years through a range of host organisations working with young people across Northern Ireland. The programme is supported by the Public Health Agency. We also deliver a CPCAB Level V Diploma in Relationship Counselling.

3 – Delivery of Projects

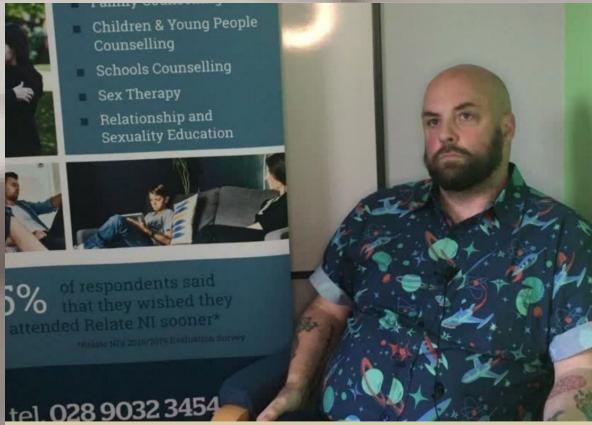
Here at Relate NI, we are always looking for new ways to provide high-quality and accessible relationship support to people. The Sustaining Healthy Relationships project is a new and innovative venture which has been supported through the Dormant Accounts Fund. Through this project, we want to transform the way we work with and provide support to people by taking our educational interventions into the heart of communities with a view to preventing and or reducing relationship stress through providing tools and techniques to encourage, nurture and strengthen the foundational relationships that bring us joy and improve our mental and physical wellbeing. We provide education interventions to people involved in a range of youth and community groups through this programme.

We also deliver the Golden Threads Programme as we know that healthy relationships are the golden threads that bind our communities together. They are a fundamental cornerstone of our health and mental wellbeing. People who are more socially connected to family, friends, or their community are happier, physically healthier and live longer, with fewer mental health problems than people who are less well connected. With funding from the DoH Mental Health Support Fund through the Community

2021 Good Governance Award Winners (Medium Size Organisation)



HELP US MAKE A DIFFERENCE IN THE LIVES OF PEOPLE ACROSS NORTHERN IRELAND



“
"Relate NI not only saved our Marriage, but they quite possibly saved our lives as well"
- Nick,
Attended Couples Counselling Service
”

Relate NI



“
"I really enjoyed the Sustaining Healthy Relationships workshop, it has made me feel so positive to move forward. Amazing class!"
- Participant of Sustaining Healthy Relationships Workshop
(Sure Start, West Belfast Area)
”

Relate NI



“
"It's important to nurture your relationships as they are really good for us. It's about asking for help & Relate NI is a good place to start. You will find really good resources to protect your relationships on their website!"
- Professor Siobhan O'Neill, NI Mental Health Champion)
”

Relate NI



“
"Nicest place I have worked for. Genuinely care about their staff and the work they do!"
- Holly Nesbitt, Front of House/ Receptionist 2021
”

Relate NI

WORKING AT RELATE NI

Relate NI is an accredited Investor in People and to that end we are keen to support our staff through learning and development and continuous professional development opportunities. We provide all our staff with line management support and our counsellors with clinical supervision, both individual and group. Relate NI also provide all mandatory training at no cost to clinical employees.

Relate NI is accredited to provide CPCAB qualifications including a bespoke Level 5 Diploma in Relationship Counselling and can offer subsidised routes for those working with the organisation interested in completing this.

Following our recent re-accreditation for Investors in People here is what some of our staff said about working with Relate NI:

“I get a sense of helping people – doing something for a purpose”

“We are trusted to do what we do, professionally and ethically”

“I came to work in Relate NI because I wanted to do something that improves peoples’ lives”

“I was made feel very welcome; a valued member of the team”

“Takes the time to keep you up to date with what is happening and gives me feedback on how I am doing”

“Every year there has been improvement”

“We put relationships at the core of what we do, and that includes working with each other”



Relate NI

87% of people told us that relationship support helped to improve their well-being

RELATE NI BENEFITS

We continually review our pay and benefits package to make sure that Relate NI offers the best possible experience to our team. The pay and benefits package currently includes:

- All employees are enrolled in the organisation's Group Life Assurance Scheme which provides a payment equivalent to 4 times the annual salary
- Access to a pension scheme with 5% employee contributions matched by 3% employers' contributions.
- Annual & Statutory Leave Entitlement (Pro Rate - as per Job Description).
- Access to health and well-being support through our Employee Assistance Programme
- All clinical roles receive access to paid clinical supervision and the option of participating in a monthly Reflexive Supervision Group (RSG)
- Access to support with CPD, both mandatory and discretionary

2022 Trustee of the Year Winner (Aidan Bennett, Chair)



Job Title	Head of Business Operations
Place of Work	Based in 3 Glengall Street, Belfast, with travel through Northern Ireland as required
Reports to	CEO
Salary	£35,539.19
Working Hours	35 Hours per week which may include evening and weekend hours. On occasions, the demands of the job may require work outside these hours, arrangements to be agreed between manager and post holder
Holiday Allowance	25 days per year 12 statutory days The Relate NI holiday year runs from 1 April to 31 March.

Background

Relate NI is the leading relationship support charity in Northern Ireland and has been working to support people and their relationships since 1948. We provide a range of therapeutic services and education programmes to people throughout Northern Ireland. Our vision is of a future where healthy relationships are at the heart of a thriving society, and our mission is to make expert information and support for healthy relationships available to everyone.

Overall Job Purpose

Head of Business Operations is a key role within Relate NI structure, responsible for leading and supporting a team of people to achieve Relate NI's strategic and operational objectives. The post holder will be responsible for a range of business operations areas including administration and scheduling; health and safety; business improvement; ICT; planning & reporting; people management; contract management. The post holder will also work collaboratively within the senior team to scope, plan and implement business development priorities; ensure that up to date policies and procedures are in place to support operational delivery; effectively manage operational and strategic risks to the organisation; and demonstrate the organisation's values.

Specifically, the Head of Business Operations will assist the Chief Executive Officer in the effective and efficient management of quality services to Relate NI clients by:

- Leading on business development and contract management within Relate NI
- Review and ensure that non-clinical systems and processes are client focused, up to date, regularly reviewed and implemented effectively
- Lead / engage in strategic and operational planning and reporting processes
- Provide leadership to Business Operations team
- Operationally manage and lead identified projects and contracts

Main Duties and responsibilities: -

Leading on business development and contract management within Relate NI

- Develop and maintain strong relationships with organisational funders and commissioners, ensuring that needs are identified and met and expectations managed effectively
- Prepare funding bids and responses to tender in line with strategy and mission and as required
- Network and represent Relate NI, identifying opportunities for the development of partnerships which can support the organisation to achieve strategic and operational goals
- Ensure that funders requirements are embedded in Relate NI systems and processes
- Lead on managing of Relate NI supplier contracts, ensuring effectiveness and value for money.

Review and ensure that non-clinical systems, processes and delivery are client focused, up to date, regularly reviewed and implemented effectively

- Ensure the implementation of robust systems and processes to ensure that organisational legal, regulatory and funder requirements are planned for and met e.g. CRM system, Health & Safety, GDPR etc.
- Lead the development and provision of administration and scheduling services within Relate NI, identifying opportunities for improvement in line with best practice.
- Keep under review the organisation's Business Continuity Plan, making regular assessments of the effectiveness of the plan's provisions
- Pro-actively monitor the operating environment, identifying potential and emerging risks and working collaboratively with colleagues to manage organisational risks
- Lead the development, implementation and maintenance of policy and procedures that supports the delivery of Business Operations
- Ensure and oversee the implementation of a facilities maintenance plan for the organisation's premises
- Support the investigation of client complaint issues as required

- Work collaboratively with colleagues to ensure the implementation of improvement initiatives, operating pro-actively and in response to findings and conclusions of audits, complaints etc.

Lead / engage in strategic and operational planning and reporting processes

- Support the CEO in undertaking and completing strategic planning processes
- Lead the facilitation and drafting of the annual operational plan for the organisation
- Ensure that funder and corporate reporting is effectively delivered in a timely manner
- Manage the development, maintenance and implementation of monitoring systems as required
- Ensure ongoing review and development of management information to support reporting activity

Provide leadership for People Management across Relate NI

- To model Relate NI values in all interactions with colleagues, trustees, service users and stakeholders
- To provide leadership for implementing People Management systems across the organisation, ensuring that this is delivered in line with organisational policies and procedures
- To provide leadership in the delivery of a HR function across Relate NI
- To provide line management support and supervision and performance management directly to key members of the Relate NI Business Operations team, and ensure that support and supervision occurs across the Relate NI team, informing service and organisational development
- To ensure that Business Operations is resourced correctly to meet the requirements of the strategy plan
- To oversee a programme of team meetings and team communication activities to support organisational and team communication
- To ensure that Relate NI values are adhered to across the Business Operations team and promote positive working relationships across the Relate NI team
- To keep under review the role profiles of Relate NI Business Operations team and ensure that Relate NI's services workforce activity can support wider organisational priorities.

Operationally manage and lead identified projects and contracts

- To lead planning and reporting of RSE project including management of staff and operationally delivering project targets

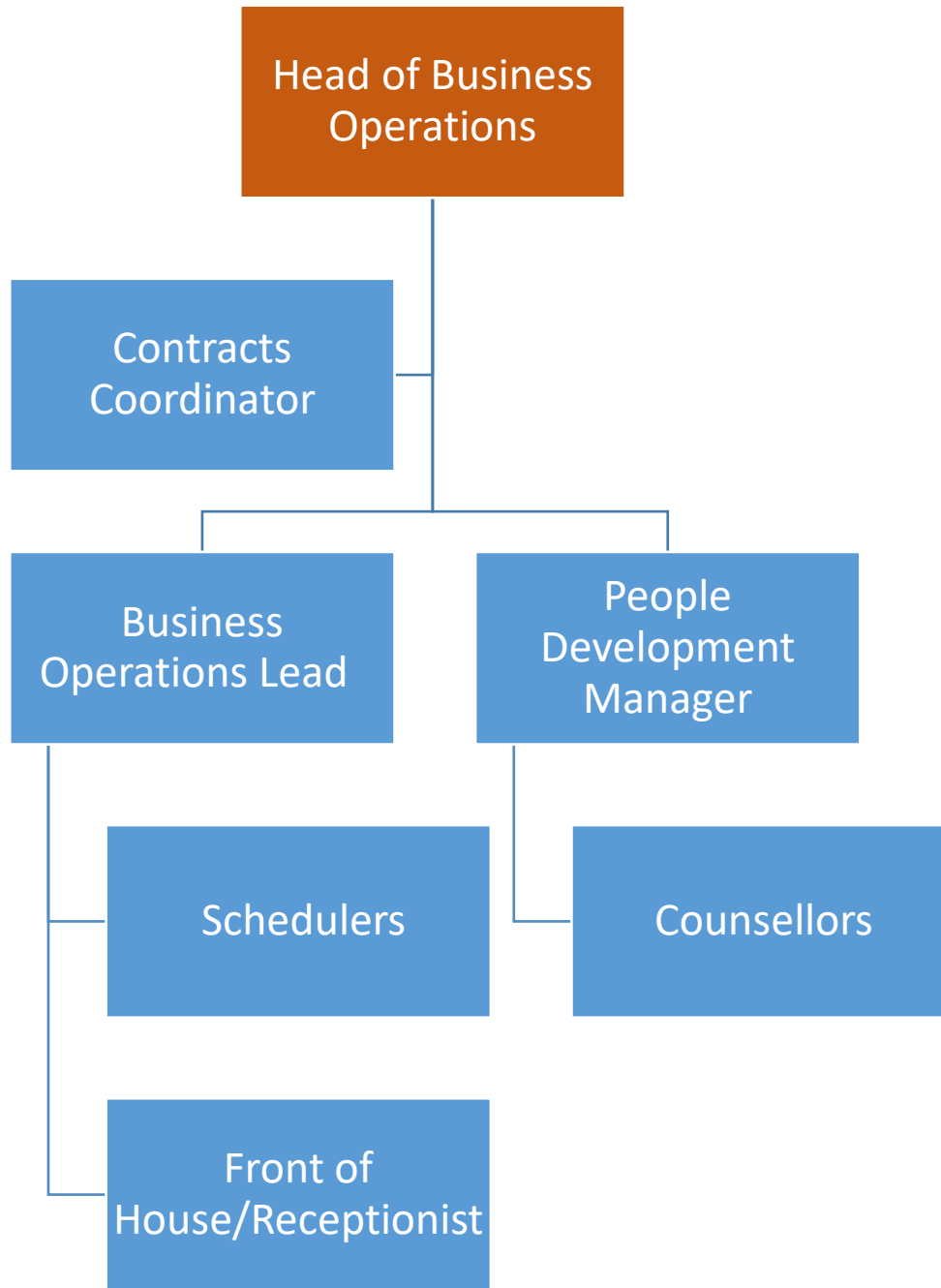
This role will may require some travelling throughout Northern Ireland and will require access to a mode of transport

This job description is neither exhaustive nor exclusive and the post holder will be expected to undertake duties within competence which are required in line with the overall job purpose. The role profile may be reviewed and amended in the future to include any other reasonable duties, projects or tasks as may be requested from time to time and to reflect changing organisational requirements, strategic or operational priorities, and changing staffing levels.

PERSON SPECIFICATION – Head of Business Operations

Education	<ul style="list-style-type: none"> • Educated to degree level in a relevant business discipline plus 3 years operational experience of leading/coordinating business operations OR 5 years' experience of leading/coordinating business operations including planning and reporting at a departmental level
Knowledge	<ul style="list-style-type: none"> • Knowledge of key business functions including facilities, health and safety, customer service etc • Knowledge and understanding of the Charity or Community/Voluntary Sector • Knowledge of legislation requirements to include Data Protection and Health & Safety
Skills	<ul style="list-style-type: none"> • Excellent communication skills with previous experience of report writing and delivering presentations to a range of audiences • Excellent organizational, planning and time management skills • The ability to critically analyse information and interpret research • Strong IT Skills and the ability to use computer software packages • Strong organisational skills
Experience	<ul style="list-style-type: none"> • Experience of all aspects of leading and managing a staff team • Experience of designing and implementing business improvement initiatives • Experience of business development and contract management • Experience of working collaboratively and in partnership with external agencies • Experience of developing and implementing operational policies and procedures

	<ul style="list-style-type: none">• Experience of leading planning and reporting at a departmental or organizational level
Personal Characteristics	<ul style="list-style-type: none">• Demonstrate a commitment to Relate NI's vision, mission and values• Ability to prioritise, meet deadlines and use own initiative• Problem solving and solution focused in the work arena• Demonstrate commitment to continuous improvement through the use of quality assurance systems• Team player
Other	<ul style="list-style-type: none">• Access to a car with appropriate insurance and a valid driving license or be otherwise able to fulfill the mobility requirements of the post



Further Information

Closing date: 9am, Monday 17th April 2023

Applications should be returned to:

Emma Irwin
Interim Head of Business Operations
Relate NI
3 Glengall Street
Belfast
BT12 5AB or
hr@relateni.org

If you would like to have an informal conversation about this role within our organisation, please contact our CEO, Duane Farrell, at duanefarrell@relateni.org or on 07425624488