# ProMo Cymru Trading Ltd

*Everything starts with a conversation*

# Job Description – Helplines Operations Manager (HOM)

**Salary: £31, 301 -  £36, 680 pa**

**Location:** **ProMo-Cymru office and/or home working**

**Hours of work:** **Full time (35 hpw)**

**Holidays:** **25 days pa**

**Length of Contract:** **Permanent**

**Probationary Period:** **6 months**

**Responsible to:** **Head of Social Action (HOSA)**

**Vision:**

ProMo-Cymru works to ensure young people and communities are informed, engaged, connected and heard.

**How We Work:**

We work collaboratively to make links between people and services using creativity and digital technology. Supporting the third and public sectors to imagine, test and create better services.

ProMo works with communities through communications, advocacy, cultural engagement, digital and media production. Our work is informed by over 20 years of delivering digital youth information projects. We share this knowledge through training and consultancy, forming long term partnerships to benefit people and organisations.

ProMo is a registered charity and social enterprise; our profits are invested back into our community projects.

**Job Purpose:**

**Specific Responsibilities**

1. **Helplines Operations and Developments**

* To maintain an open, dynamic and supportive work environment, with a strong sense of purpose and collective responsibility
* To ensure the delivery of all helplines as per contractual requirements
* To maintain, support and oversee a quality framework for all social action services
* To maintain, support and oversee the reporting framework for all social action services
* To support the evaluation, analysis and review of all social action services
* To maintain, support and oversee the technical requirements and technological developments of all social action services
* To develop and maintain good collaborative working relationships with social action service stakeholders
* To be the day to day contact and ensure the liaison and guidance needed to support the Social Action Team
* To be the Designated Safeguarding Officer (DSO) for the social action team, and deal with safeguarding and threat to life contacts and concerns as required
* To be the designated GDPR officer for the social action team
* To participate in the duty rota and deliver out of hours support

**II.** **Staffing**

* To nurture and nourish the social action team collectively and individually and ensure their well-being, support, guidance, development, supervision, line management
* To support the recruitment, induction, and training of staff, trainees, sessionals, students, apprentices, volunteers or similar, as required
* To facilitate and oversee regular information sharing, exchange, handover through regular meetings and as needed
* To oversee the rota and be the point of contact for approval of requests impacting on helpline cover and the rota
* To oversee, check and manage information recording, storage and archiving,and flows in and out of the social action digital platforms and channels

**III.** **Quality and Practice**

* To be the Social Action Team’s policy, knowledge, practice lead
* To critically evaluate and analyse data for continuous improvement purposes and for accountability to stakeholders and commissioners
* To maintain and develop the Helplines Advice Guide and Manual
* To oversee, maintain and develop the annual Learning and development Plan and audit

**IV.**  **Collaboration and Promotion**

* To ensure effective and collaborative working relationships, communication, and information-sharing and exchange with internal colleagues and external stakeholders as required
* To raise awareness, and promote a positive profile of ProMo-Cymru, and Social Action
* To support the development and delivery of the Social Action Team’s marketing and engagement plans

**V. Learning and Development**

* To be responsible for your own learning and development alongside provision made by ProMo-Cymru
* To ensure modeling behavior to support colleagues and promote mutual respect, reflective and restorative practice, and adherence to policies and procedures,
* To take up and engage with arrangements for support, supervision and appraisal
* To work autonomously and as part of a team
* To be responsible for your own health and safety, and well-being alongside provision made by ProMo-Cymru

**The post-holder will be expected to undertake any other reasonable duties and tasks as requested and required, but which may not be specified within the job description.**

**This job description may be subject to review and changed to include such duties and responsibilities as are determined in consultation with the post holder. It is not intended to be rigid or inflexible, but should be regarded as providing a framework within which the individual works.**

# Person Specification – Helplines Operations Manager

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| **Requirement** | **Essential** | **Desirable** | **How Identified/**  **Assessed** |
| Education/  Qualifications: | Your past, recent and on-going learning and professional development relevant to this post |  | Application form |
| Experience/ Knowledge: | UNCRC, and human rights  Social Services and Well-Being Act  Mental health and emotional well-being  Austerity, poverty and deprivation  Advocacy  Helpline |  | Application form & interview |
| Skills/Abilities: | Excellent written and verbal communication skills  Excellent interpersonal and customer service skills  Excellent time / self management skills  Excellent ICT skills, including range of systems, platforms and tools | Ability to communicate through the medium of Welsh | Application form & interview |
| Attributes / Qualities: | Rights – based  Value - based  Self awareness  Flexible, agile, reliable, resilient, self starter  Instil rapport, trust, motivation |  | Application form & interview |
| Other requirements: |  | Ability to drive, access to personal mode of transport, clean license | Application form & interview |

 