

## PART 1: JOB DESCRIPTION

<b>Job Title:</b>	Project Manager – Operations (South)
<b>Location:</b>	Based in Hampshire (SO21 1BQ) with some travel required to West Sussex, and occasional travel to Hertfordshire – mileage and accommodation costs would be covered for travel to non-home sites when this is required
<b>Salary:</b>	£30,822 – £33,439 per annum, dependent on experience
<b>Contract type:</b>	12-month fixed term
<b>Hours of Work:</b>	30-37.5 hours per week (to be agreed with successful candidate), with potential flexible working options
<b>Responsible to:</b>	Head of Service Development
<b>Responsible for:</b>	None

### Role Summary:

**About HILS:** Health & Independent Living Support (previously Hertfordshire Independent Living Service) is a successful not-for-profit social enterprise delivering a variety of services to help older and vulnerable people stay happy, healthy, and independent in their homes for as long as possible. Our core service is meals on wheels, which we deliver across multiple counties in the UK.

#### About the role:

We are looking for a team member experienced in Project Management, preferably with logistics experience, to work with us to expand our meals on wheels provision into Hampshire.

In October 2023, we will be taking on an existing meals service in Hampshire. The successful candidate will support the HILS management team to ensure our 365-day a year operation continues without disruption, and to problem-solve on the ground when issues occur. This will include support with the co-ordination of a fleet of around 30 vehicles and several premises, including a main depot and satellite depots.

Successful candidates will also need to look for solutions that support the resilience of all of HILS' southern meals operation, working closely with our West Sussex Team to support the development of the service, which HILS has been operating since October 2022. They will need to bring planning, change management, and organisational skills, and work with the frontline teams to drive development and support the smooth day-to-day running of the service.

The successful candidates will need to work with central teams (HR, Finance, Support Services, Senior Management) and local operational teams to ensure success. They will need to communicate effectively with each other, and their colleagues, to ensure work is shared pragmatically and nothing is missed or duplicated.

### Principal Responsibilities

## **Change management**

- To support the transfer of an existing incumbent operation to HILS, including changes to the existing culture and ways of working.
- To work with the local staff team to support their transition through these changes.

## **Operations management**

- To work with the local meals teams and meals management to find solutions to operational issues as they arise, in particularly relating to fleet, equipment, and compliance; and to improve existing processes where required.
- To gap-fill and provide proactive cover where needed to ensure that meals operations are not disrupted at any point.
- To oversee ongoing site-based compliance in key areas, namely: Food Safety, Health and Safety, Fire Safety.
- To support local stock management and the implementation of HILS' stock management procedures.

## **Fleet management**

- To gain an excellent understanding of HILS policies and procedures regarding vehicle management and maintenance; and to work with local teams and the central Support Services Team to ensure vehicles are checked and serviced in line with HILS policies, ensuring all local team members are trained on and use existing systems for vehicle fault reporting.
- To understand the deployment of HILS' vehicles across all southern meals operations to support fleet resource to be assigned appropriately.
- To ensure adequate contingency measures are in place (vehicle incident procedures communicated, training for staff on the ground, availability of back-up vehicles) and that all vehicles are adequately equipped to ensure in line with HILS health and safety policies (e.g. adverse weather supplies).
- To work with the central Support Services Team to establish new and build on existing relationships with key local fleet suppliers.

## **Estates and equipment management**

- To implement compliance regimes at each site to ensure Food Safety, Health and Safety, and Fire Safety, including training staff on correct HILS protocols where needed.
- To identify any equipment and stock that will need to be purchased for the sites in order to fulfil HILS' operations, ensuring these are purchased and delivered to the site in a timely manner and in line with our transfer schedule, keeping accurate records of what has been ordered and received, setting up equipment with support from central teams (e.g. IT) with minimal disruptions to operational delivery.
- To ensure all frontline team members have the equipment they need in line with existing HILS standards and practice (driver boxes, adverse weather equipment) ready for transfer.
- To establish HILS' monitoring regimes for the maintenance of key equipment (freezers, fridges, ovens) and to act where needed to resolve issues.

- To ensure that all local team members are trained and integrated into HILS' existing corporate systems for ordering supplies and reporting issues, ensuring internal systems are updated to include the Hampshire service.

**Important note:**

This is not a complete statement of all duties and responsibilities of this post. The jobholder may be required to carry out other duties as directed by their Line Manager and other members of the Leadership Team, the responsibility level of which should not exceed those outlined above.

## PART 2: PERSON SPECIFICATION

### Qualifications & Job Requirements:

**Essential**

- Qualifications and/or experience of Project Management
- Experience of working with frontline operational sites and complex logistics
- Experience of managing and negotiating supplier relationships
- Leadership experience, preferably of a frontline operation
- Good IT skills
- Excellent verbal communication skills, good written communication skills
- Satisfactory DBS
- Full UK driving license and willingness to travel frequently between sites as required

**Preferred**

- Experience of managing a fleet of vehicles, and/or working with vehicles
- Food Safety, Health and Safety, Fire Safety qualifications and training
- Experience working in the charitable sector, with vulnerable groups or older adults

### Personal Qualities:

- Practical, hands on approach
- Organised, able to keep accurate records
- Good communicator
- Outcomes focus, willingness to 'pitch in' and work as a team to achieve results
- Good team player
- Empathy with HILS' mission and values

## PART 3: VALUES, BEHAVIOURS AND EQUAL OPPORTUNITIES

### HILS' Values and Behaviour Statement:

Our values are fundamental to the way our organisation works and underline our expectations of all of us. Our values are based around the most important parts of our business: we are **caring** and **compassionate**; we act with **integrity**; and we go **above and beyond**. Our clients have high expectations of our services, and as such, we expect everyone who works for HILS to share and act on our values.

### HILS' Equal Opportunities Statement:

We do not discriminate against staff on the basis of their gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age (protected characteristics). The principle of non-discrimination and equality of opportunity applies equally to the treatment of former staff, visitors, clients, customers and suppliers by members of our current workforce.

