




Job Pack

 **enable
works**

Our values

Our values guide us in everything we do

1

Ambition

We set ambitious goals and high standards for ourselves. We strive to improve the lives and experiences of the communities we serve

2

Challenge

We challenge the status quo when there is a better way.

3

Impact

We focus all our efforts on impact and outcomes for the people and communities we serve.

5

Integrity

We make the right decisions, not the easy ones

4

Equity

We believe everyone has the right to live in a fair and equal society.





We believe that every person in Scotland has the **right** to work in a job that is high **quality** and **well paid**.

Enable Works supports over **7000** people every year across 30 Scottish Local Authorities to learn **skills** for **work**.

We meet clients in a variety of settings including in **schools** and **universities** and out in the **community**.

We **partner** with thousands of employers to create **inclusive** cultures and improve the **diversity** of Scotland's workforce.

Together we will **challenge perceptions** of disability and **unleash potential**.

A decorative graphic element consisting of a thick, curved line that starts from the bottom right and sweeps upwards and to the left, transitioning from a light purple color to a bright pink color.

Why are we needed?

Disabled people experience **significant barriers** to employment and are **underrepresented** in Scotland's **workforce**.

The **Disability Employment Gap** refers to the difference in employment rates between disabled people and the rest of the working age population. The disability employment gap in Scotland is currently **31.2%**, the **biggest** in the **UK**. For someone who has a **learning disability** the gap is even bigger – **75.1%**

But even when in work, disabled people still experience disadvantage and for every pound a non-disabled person earns in work, a disabled person earns **just 83p**.

It's not good enough and we want to change it.

Success to us means everyone **who can** and **wants to work** has the right support and opportunities that **enables** them to **thrive** and live a **good life**.

What we do





Our commitment to Equity, Diversity and Inclusion

We don't just accept difference, we wholly **support** it and **celebrate** it. Achieving **diversity in the workplace** is a **priority** at Enable Works.

Our **culture** is one of our **greatest assets** and it's important to us that we **recognise** and **value** each other's differences and treat each other **fairly** and with **respect**. We create a space where you can bring your **authentic self** to work and we **foster a culture** where you can **challenge, grow** and **learn** from each other.

"At Enable Works there is respect and understanding at all levels of the business and we are empowered and encouraged to take ownership for our roles, and helped to develop"

Employment Coordinator

We want our team to reflect the **communities we serve** and our **shared ambitions** for our clients. We are a team of **people who support people** to achieve their goals and aspirations.

We offer **flexible working practices** that promote a **strong work/life balance** so that when you are at work you can be the **best version of you**.

Values are more important to us than qualifications or experience, so if you don't think you meet every requirement that's ok, we still want to hear from you.

At Enable Works we are **dedicated** to building a **diverse** and **inclusive** workplace, so if you are **excited** about this role but your past experience doesn't align perfectly, we **encourage you to apply** anyway. You may be the right candidate for this role, or other roles.

Our commitment to you

We want you to be able to perform **the best you possibly can** be through the interview process and be able to fully **demonstrate your skills** and **suitability** for the role.

We want to **get to know you** and see if you're a **good fit** for the job- it's not to catch you out!

We offer all candidates the interview themes in advance to help you prepare - we genuinely want you to do well and to hear your best answers, it's not a memory test!

We encourage you to **speak to us** about any **accommodations, adjustments** or **support** you may need to the interview process.

Some **examples** of adjustments we have provided include:

- **Offering interview questions in advance**
- **Offering a choice of face to face interview or online**
- **Changing the time to avoid peak travel or the school drop off**
- **Providing additional time with interview assessments**
- **Having a job coach with you at the interview for support**
- **Offering a practical work trial**
- **Walking interviews**
- **Visit to the venue in advance**

If you **choose** to interview in person, our venues are fully **accessible** and we ensure you can **access them easily** using public transport.

Adjustments can **look different for everyone**- it's also okay if you're **not sure** what you need, speak to us and **we can help**.



Operations Manager

35 hours per week

Permanent

Role Profile

As a leader at Enable Works, you'll be at the forefront of our mission to deliver exceptional employability services for disabled people across Scotland. You will be responsible for leading partnerships and programmes across central Scotland and will play a pivotal role in driving our organisation forward.

You will have overall accountability for strategic development of your programmes and region, leading on performance management; financial and contract management and developing opportunities for new business, allowing us to grow our impact.

You'll have significant oversight of operations and staffing for the region, as well as managing and leading key external stakeholder relationships, ensuring smooth and efficient functioning of the services in your remit.

What will you do?

This is a hybrid role with some office time and travel expected.

Your Responsibilities

Setting and Upholding High Standards:

- You will be accountable for a team of Performance Managers, Team Leaders and Employment Coordinators, ensuring that our services meet and exceed expectations. You will set and maintain rigorous standards of performance and quality across all your services, ensuring clients' needs are at the heart of every decision you make.

What will you do?

Ensuring Compliance and Performance Excellence:

- You will be accountable for all quality and compliance for services in your region, ensuring robust processes are in place that align with contractual expectations. Working with the compliance and quality team, you will ensure that quality is embedded in all services you are responsible for, ensuring excellence in execution.

Guiding a High-Performing Team:

- As a senior leader, you will mentor and lead a team of Performance Managers and Team Leaders, fostering their growth as leaders to provide effective mentoring and management for your team, ensuring that our Employment Coordinators consistently deliver outstanding services.

Strategic Engagements:

- Building robust relationships with both local and national funders and commissioners will be second nature to you, ensuring seamless contract delivery and long-lasting partnerships. It will be your responsibility to ensure that contracts meet key aims and objectives, aligning our services with our mission and vision. You will be the main point of contact for funders and partners regarding contract delivery, ensuring that contracts are upheld, and relationships are maintained.

Pioneering Opportunities:

- You will be responsible for proactively identifying and cultivating new business opportunities, staying up to date with emerging trends and policy changes in the landscape to ensure that your services can respond to local need and national priorities.

What will you do?

Driving Business Growth:

- Accountable for business development in your region, you will identify opportunities for growth and take the lead on local grant applications and tenders for new services, driving our growth and reach. Strategic vision is key to the role of an Operations Manager so you will collaborate closely with our Senior Leadership Team to spearhead initiatives that widen our organisational impact.

Influencing for Impact:

- You will hold a central role in shaping Enable Works' influence on policies and support systems for disabled people in Scotland, making a tangible difference in their lives. You will build relationships with key stakeholders to help shape strategy and direction in your region to ensure that people with disabilities have access to high quality support across Scotland.

Managing Regional Finances:

- You will be responsible for creating budgets and managing regional income and expenditure, maintaining financial stability and efficiency in your region.

The skills you will bring

We really need you to have these

- An understanding of employability and skills structures and systems in Scotland
- An understanding of national employability policies such as No One Left Behind
- Experience of leading a performance focused team
- Ability to effectively coach and motivate developing leaders to deliver high performance within your team
- Experience of successfully managing and forecasting performance profiles
- Experience of writing impact reports
- Ability to work autonomously, fully accountable for managing and driving the services in your area to achieve excellence
- Self-management skills and the ability to prioritise competing deadlines effectively
- Effective project management skills and ability to think strategically to achieve long-term goals.
- A natural, professional relationship builder with the ability to partner and negotiate with stakeholders.
- Experience of creating and managing budgets, delivering on financial expectations and forecasting change.
- Strong attention to detail with professional presentation and personality.
- Confident communicator with experience of public speaking
- Role model who will demonstrate our values, leading by example
- IT proficient with experience of competently using Microsoft packages, and CRM systems
- A full driving licence and access to a car, as travel is required in this role



Why?

As a senior leader you will drive our culture within your programme portfolio. To lead your team you will need a sound understanding of the current employability landscape and the future direction of travel. You will be a natural relationship builder able to work closely with people at all levels to deliver results for our clients.

You will be representing Enable Works in everything you do so you will need to be professional in your approach and knowledgeable in your field. Our reputation is important to us.

As an Operations manager, you will have a driven and flexible leadership style, with the ability to coach and develop your team to achieve the best for them and our clients. Our teams are our greatest asset and your job will be to get the best from them, understanding each individual's motivations and aspirations.

Our culture is autonomous so that means we trust you to lead your teams and programmes effectively, make decisions and react and resolve change as needed. You will be an important part of the leadership team and will work collaboratively with your colleagues and partners to achieve success. Our Operations Managers are empowered to lead on decisions for your programmes and region, with support from the Senior leadership team as needed. You are responsible for delivering on agreed financial expectations.


You will support your leaders to effectively monitor the performance and best practice of your team, ensuring the delivery of high-quality services that exceed the expectations of our clients and funders. Attention to detail is important as it means you can work accurately and follow instructions.

We have high expectations for our clients and our staff teams, and you will be given a work plan with targets. We support you throughout, but you need to be comfortable working towards them and managing your team to do the same.



The skills you will bring

We would love it if you had these

- Experience of working in employability out with Scotland
 - Experience of business development including bid writing
 - Experience working in rural areas
 - Experience of working with people who have multiple/complex barriers
 - Experience of leading managers and working with geographically dispersed teams
- 



Our benefits

We believe in **developing** all our staff and we provide an extensive **learning programme** together with **career development** opportunities.

Examples have included:

- **Job Specific training including Modern Apprenticeships and Graduate Apprenticeships**
- **PDA in Supported Employment at SCQF Level 7**
- **Leadership Development**
- **Executive MBA**
- **Support with applying for international scholarships**
- **Mentoring with senior leaders**

We also provide time monthly for staff to "**Drop Everything and Learn**" and staff have taken up opportunities to **learn BSL** and **upskill** in new areas of work . We also encourage shadowing and learning across our teams so you can better understand different areas of the business. Your **learning journey** is **driven by you** and **your aspirations** and is fully **supported by us**.

We also have an excellent range of staff benefits including:

- Health cash plans providing a wide range of health benefits to help people cover the cost of their everyday health care.
- Employee Assistance Programme
- Blue Light Card
- Cycle to Work Scheme
- Season Ticket Loans