



**venturetrust**

# **Director of Operations**

**December 2021**

**SEE POTENTIAL**

# Join us

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# Welcome

*“The life that I have now is brilliant compared to what it was like. I thought I was a failure and that I was going to die in that horrible existence of addiction, prison, violence and fear.”*

*“I am very nervous about 2021. I hope that I can get back into positive routines and get outside more. I also hope that I can continue to build on my confidence and work towards minimising my anxiety.”*

Dear Prospective Candidate

If the statements above from some of our Venture Trust participants inspire you to help make a difference then please read on.

I am proud to be the Chair of an organisation which works to end cycles of disadvantage and adversity for individuals, their families and in our communities. Our professional team supports people who are outside mainstream services, unemployed or who have never been in employment, who are struggling with many and complex issues. We focus on an individual’s strengths, equipping them with essential life-skills and building confidence. We do this by offering intensive learning and development in communities, greenspaces and the Scottish wilderness which help them on their journey to a more positive destination.

Can you answer ‘yes’ to the following questions? If so, you could be the next Director of Operations at Venture Trust.

- Do you passionately care about enabling the most disadvantaged people (16+) to fulfil their potential?
- Are you an active advocate of tackling inequalities in our society?
- Do you have a vision for how outdoor experiences can help people towards positive destinations?
- Are you an experienced senior leader who can challenge yourself and others to achieve more?

Susan Davies  
Chair of Venture Trust  
10<sup>th</sup> December 2021

## Who we are

Venture Trust is a personal development charity supporting people, aged 16 years and over who are struggling with many and complex circumstances to overcome these barriers and realise their potential. Our strengths lie in the trust and relationships we forge, our developmental approach and in harnessing the transformational benefit of being outdoors and amongst nature.

Working in communities, in greenspaces and journeying through some of Scotland's most wild places, we actively support people by focusing on individual's strengths, equipping them with essential life-skills and building confidence. We want everyone to succeed and to continue to do so throughout their lives.

### Our vision

Everyone, irrespective of their past, can achieve their potential for a healthy, happy and fulfilling life. We aspire that more people, ready for change, build the foundations to thrive and succeed for the long term.

### Our mission

To help people to realise their potential by providing life-changing personal development.

By offering intensive learning and development in communities, greenspaces and the Scottish wilderness, we support people to gain life skills, stability and confidence. Our work aims to end cycles of disadvantage and adversity for individuals, their families and in communities.

### Our values

Our values underpin everything we do.

<b>Courage</b> We remain brave when things are tough	<b>Care</b> We will attend to people and place
<b>Curiosity</b> We are thoughtful	<b>Collaboration</b> We work together for greater impact

## What we do

We offer support when an individual chooses change and feels ready for a programme of learning and development. We use experiential learning with cognitive and therapeutic developmental techniques to build skills and unlock confidence. This offers both support and challenge, so individuals make sustained progress towards their goals. It can take time; we help people build the right foundations and protective factors to succeed for the rest of their lives.

Our intensive personal development, and the powerful catalyst of the outdoors, helps people gain greater understanding and confidence in themselves. It helps them learn how to connect with others and the wider world. Individuals are more able to overcome setbacks and navigate 'systems', such as accessing benefits and securing and sustaining a suitable home. It leads to lasting positive change.

We focus development on three aspects of life and society because everyone, irrespective of their past, can achieve their potential for a healthy, happy and fulfilling life:

**Wellbeing.** So that people have the confidence to develop positive relationships and address social isolation and loneliness. With support, individuals can find stability and be self-reliant. They can prioritise their health, specifically their mental wellbeing and tackle alcohol or substance misuse.

**Prevention and rehabilitation.** Reducing the harm of crime by supporting people at risk of offending. We will champion prevention and rehabilitation by supporting individuals to tackle complex circumstances and patterns of behaviour.

**Skills to be ready for work and future learning.** We will continue to equip people to be 'job ready', able to access mainstream support, open to further learning and more able to sustain employment to earn a decent standard of living. So, they can move beyond 'getting by' or struggling in poverty.

In 2020-21, we met and worked with 621 people, through face-to face activities and wilderness journeys.

**77%** improved their resilience, confidence and mental wellbeing

**43** people entered employment, training, education or volunteering

**82%** improved their employability

**79%** improved their stability and reduced their risk of re-offending

## Our team

### Trustees and Board of Directors

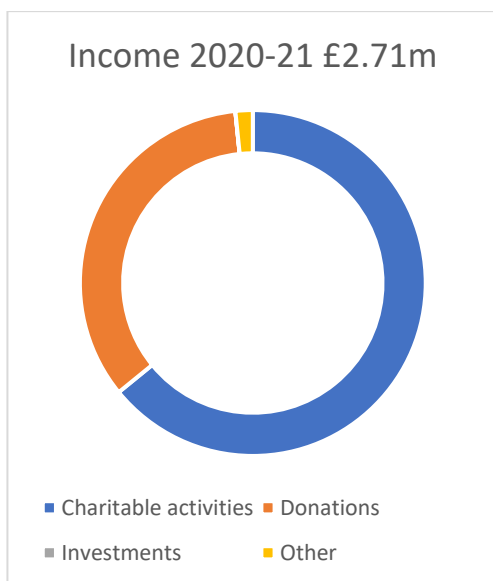
Ten non-executive directors meet on a quarterly basis and have delegated the day-to-day management of the organisation to the CEO. More information is available at <https://www.venturetrust.org.uk/board-of-directors>.

### Senior Leadership Team

A senior team provide day-to-day leadership for the Venture Trust team. To meet the team please visit <https://www.venturetrust.org.uk/senior-leadership-team>.

## Our finances

Venture Trust's funding is largely grants from statutory bodies (63%), 32% grants from trusts, foundations and other bodies, and 5% grants from the National Lottery. As at 31 March 2021 our financial position was:

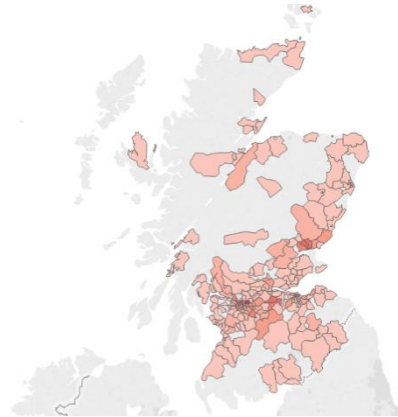


## Working here

We ask our team to be curious, skilled and committed to our values. We believe in people's rights, equity and opportunity. Everyone is motivated to help people succeed and realise their potential.

Our outreach and development team are experts in building trusted professional relationships, balancing risk and reward in the outdoors. They adapt developmental approaches to support, inspire and challenge individuals to be open to change and move forward.

Our offices are open plan and collaborative and we spend a fair amount of time outdoors. We work from offices in Edinburgh, Glasgow and Stirling and are active in communities across 26 local authorities but have aspirations to be able to cover all of Scotland if not beyond.



We're a Scottish Living Wage employer and support flexible working, part-time roles and job shares.

We are a values-led organisation; committed to driving impact and achieving long-term change. We're open to applications from a broad range of backgrounds and experience. Investment in learning and development is a priority for us and we offer regular learning and sharing gatherings, organisation-wide training, peer-to-peer learning, support for professional membership and coaching opportunities.

We offer a stakeholder pension, generous annual leave and family friendly benefits. Wellbeing and keeping well is important to us and we offer a range of employee assistance support, subsidised offers via Perkbox and an active Culture Committee organises regular online team activities.

## Job Description – Director of Operations

Job title:	Director of Operations
Location:	Glasgow, Edinburgh, Stirling
Salary:	£46,000 - £54,925 gross per annum (appointment is usually at the starting point of the scale)
Hours:	37.5 per week with some evening, weekend and 'on call' working
Responsible to:	Chief Executive Officer
Responsible for:	Operations Managers

### Job overview

Venture Trust is a personal development charity supporting people, aged 16 years and over who are struggling with many and complex circumstances to overcome barriers to realise their potential. Our strengths lie in the trust and relationships we forge, our developmental approach and in harnessing the transformational benefit of being outdoors and amongst nature.

Working in communities, in greenspaces and journeying through some of Scotland's most wild places, we actively support people by focusing on individual's strengths, equipping them with essential life-skills and building confidence. We want everyone to succeed and to continue to do so throughout their lives.

You are responsible to the CEO and ultimately the Venture Trust Board for providing strategic leadership for all Venture Trust operations. The Operations Director is responsible for leading and directing the delivery of support interventions, adventurous activities, and wilderness provision for a portfolio of programmes.

These include:

- Outreach work in local communities
- Employability work which helps to build basic skills and confidence for those at an early stage of seeking employment
- Outdoor Therapy
- Field operations (Outdoor Activities and Expeditions, delivered year-round in wild areas of Scotland from our Stirling National Participant Centre.

This role leads on ensuring the quality and safety of Venture Trust's operations including personal development programmes for participants, innovation of new provision, health and safety and staff learning and development.

As a member of Venture Trust's Senior Leadership Team, the Operations Director has a pivotal role in developing and implementing our plans, working closely with the Director of External Affairs to ensure our delivery meets our funding requirement and targets. The postholder is responsible for ensuring continuous measurable improvements to ensure impact and sustainability, role modelling our values and making sure our personal development and therapeutic support aligns with our charitable objectives are all key components of the role. The postholder will also be expected to deputise for the CEO as and when required.



## **Main responsibilities**

### **Strategic partnerships and relationship management**

- Develop and nurture relationships with stakeholders and delivery partners to identify and progress opportunities for collaborative working and partnership service delivery which align with Venture Trust's values and strategic priorities.
- Contribute to enhancing Venture Trust's profile and reputation by identifying positive publicity opportunities, which demonstrate impact in improving the life chances of Venture Trust participants.
- Maintain an up-to-date knowledge of relevant policy agendas and key influencing priorities for Venture Trust through active engagement with external agencies, stakeholders and policy makers.
- Lead relationships with partners in outdoor learning and those responsible for safety of adventurous activities including the Adventure Activities Licensing Service.
- Produce oral and written reports on development activities for the CEO, Senior Leadership Team, and Venture Trust Board. Actively participate in, and contribute to, relevant sub-groups of the Venture Trust Board.

### **Operational delivery**

- Lead the development and delivery of community, outdoor and wilderness-based personal development programmes, seeking to translate contractual obligations and funding requirements balanced with the needs of participants and expectations of partners into coherent personal and social development provision.
- Provide organisational oversight of Health and Safety ensuring Venture Trust's operations are compliant including development of policy and practice.
- Lead regular reviews, quality assurance and evaluation of operational safety and programme delivery seeking to respond to statutory and policy requirements and as part of a commitment to continuous improvement, recommend and implement changes to content, delivery and staff training as appropriate.
- Work with budget holders to manage and monitor budget lines and authorised expenditure within delegated limits and Venture Trust's financial policies and procedures.

### **Team management**

- Line-manage, motivate and support the Operations Managers and their staff teams, including undertaking performance management and supporting learning and development needs. Support managers to establish regular team meetings, ensuring opportunities for quality assurance, evaluation and team and individual development are prioritised.
- Support the Operations team and other staff to build and nurture relationships to deliver on the strategic and partnership commitments.

### **Other**

- Undertake any training and professional development as and when required.
- Be a member of the operations on-call rota to support Venture Trust's delivery of programmes c. 5-6 times per annum.

- Undertake any other reasonable duties, commensurate with the job title, as may be determined by your line manager.

## **Person specification**

### **Skills and experience**

#### *Essential:*

- Educated to at least degree-level in an appropriate field (Outdoor Education, Community Learning and Development, Social Work etc) or equivalent experience e.g. several years of management level experience in outdoor based services or managing services for our client group.
- Experience of managing risk and programmes in outdoor environments, including practical application of statutory provisions and policy for health and safety and delivery of adventurous activities in the outdoors.
- Experience of working on personal development and/or therapeutic programmes with vulnerable/at risk groups.
- Track record in establishing and developing strategic partnerships with external organisations including statutory and charity/voluntary sectors.
- Excellent verbal and written communication skills.
- Experience of successfully leading and managing teams encouraging a culture of continuous improvement and individual and team development.
- Track record in successful project development and management and budget management experience, with a proven commitment to measuring and monitoring for impact and outcomes
- Driving licence and access to a vehicle.
- Relevant and current first aid qualification.

#### *Desirable:*

- National Governing Body qualifications and experience including: canoeing, kayaking, climbing and hill walking.
- Knowledge of the UK and Scottish policy and legislation landscape for people struggling with complex life circumstances.
- Extensive knowledge of personal and social development techniques and approaches.
- National General Certificate in Occupational Health and Safety (NEBOSH) qualification.
- Experience of devising and delivering training programmes for a range of audiences.
- Knowledge of the social enterprise sector and business development.
- Experience of working with local authorities and public sector contracting.

### **Personal qualities:**

- Commitment to Venture Trust's mission and values – desire to make a positive difference to the life chances of our clients.
- Empathic and motivational leader who strives to get the best from their team.
- Ability to lead on multiple projects simultaneously and achieve timely results.
- Great networker and relationship builder.

## **Details and how to apply**

### **Applications**

We're working hard to ensure we recruit great people and minimise unconscious bias in our selection process. Please complete an application available here:

[www.venturetrust.org.uk/opportunities/director-of-operations/](http://www.venturetrust.org.uk/opportunities/director-of-operations/)

### **Interviews**

Interview with a Participant Panel and another separately with a Board Panel.

### **More information**

To find out more about the role, please contact [hrteam@venturetrust.org.uk](mailto:hrteam@venturetrust.org.uk)

### **Closing date**

12 noon on Monday 17<sup>th</sup> January 2022 (this may be subject to change and should this be the case all applicants will be notified)

## Be the change

By committing to change we can succeed together. We cannot do this on our own. Your support will make all the difference in helping us reach people in need and creating a future with hope, aspiration, and far greater resilience for the future.

Website: [www.venturetrust.org.uk](http://www.venturetrust.org.uk)

Social Media: @venturetrust

Email: [hello@venturetrust.org.uk](mailto:hello@venturetrust.org.uk)

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Venture Trust is a registered charity in Scotland (SCO38932) and England and Wales (285891). Registered office: 71 Queen Victoria Street, London, EC4V 4BE

