

# Inclusion Centre Provision Operations Manager

## Job Description



“ Education is not the answer to the question. Education is the means to the answer to all questions... ”

-William Allin



Belief

Courage

Growth

# Role Overview

Contract Length: Permanent

Hours per week: 40 hours per week, 52 weeks per year

Hours of work: 8.30am - 4.30pm Monday to Friday (flexible as job requires)

Annual Leave: 25 days annual leave allowance (excluding bank holidays)

Reports to: Inclusion Centre Provision Executive, Directors

Salary banding: £35,000 - £45,000+

Location: TFTF Nottingham HQ, Nottingham City  
Frequent travel to our schools based nationally is required. It is therefore essential to have access to your own mode of transport. Mileage will be paid in line with our Mileage Policy.

Overview: Our TFTF Inclusion Provision creates a fully managed, adjusted learning environment within a mainstream partner school, for high risk young people to prevent permanent exclusion and alternative provision placements. Our objective is to ensure the students receive a highly successful educational experience leading to high quality outcomes for each individual, whilst utilising the strength and resource of a mainstream school.

The Operations Managers are a pivotal part of our organisation, responsible for overseeing an allocation of Inclusion Centre Provisions and managing their respective Inclusion Centre Managers, to support them in delivering high quality integrated Inclusion Centre Provisions.



# Think for the Future

## Be part of something exciting...



Think for the Future's mission is to engage, educate and empower young people to have social and emotional resilience, independence and control in order to achieve their potential. We work predominantly in secondary school settings, providing young people with the social and emotional resilience they may need to help them overcome barriers they may face in their education or their lives.

The pupils we work with are often disengaged from education, close to exclusion or have low aspirations and, at Think for the Future, we offer the opportunity for them to strive and succeed in both their academic and non-academic outcomes, through improvements in resilience, aspirations and behaviour. To access and impact these pupils, we employ relatable individuals who are able to create strong and lasting rapport with these young people and confidently deliver a comprehensive curriculum covering a vast range of topics, from anger and outburst control, to motivation and will-power.

## "Education is the key to unlocking the world, a passport to freedom"

Think for the Future is a dynamic and innovative social enterprise who are committed to their schools, young people and their staff. Working at Think for the Future, you'll belong to a close-knit and supportive team who will invest heavily in your personal development, welfare and performance to facilitate you in being able to have maximum positive impact with the young people you'll be working with. We provide a thorough induction training course for all new staff along with continued access to CDP and access to regular coaching and counselling by industry leading specialists. It's a very exciting time to be joining Think for the Future as we grow into new areas and new schools and grow an even stronger team of Behaviour & Resilience Mentors to deliver their brilliant work.

## ICP Operations Manager Role

ICP Operations Managers are a pivotal part of our organisation and a key part of ensuring that we're able to positively impact the young people we work with. They are primarily responsible for overseeing a group of Inclusion Centres and managing their respective Inclusion Centre Managers. The oversight of the Inclusion Centres comprises a process of continual quality assurance, including conducting observations, driving consistent development and working closely with key stakeholders to creatively seek solutions to challenges.

The management of Inclusion Centre Managers includes developing training programmes, managing performance, conducting observations and appraisals, and ensuring a positive and productive working environment for the team. Operations Managers are also responsible for offering advice, guidance and coaching across the Inclusion Centre Team and covering or supporting in Inclusion Centres where required.

Operations Managers also play a key roles in ensuring the TFTF Mentors working within Inclusion Centres are effectively managed by their respective Inclusion Centre Managers and that high standards of performance, development and welfare and upheld throughout the Inclusion Centre Teams.



## Main Objectives & Responsibilities of the Role

- Driving consistent high standards of quality and continual development and within the Inclusion Centres
- Work closely and collaboratively with all relevant stakeholders to find solutions and meet key objectives
- Develop and deliver induction and refresher training courses for the Inclusion Centre Team
- Successfully create a positive and proactive team environment by managing the welfare of the Inclusion Centre team
- Conduct appraisals and ensure there are ongoing performance goal setting processes in place
- Frequent visits to Inclusion Centres for staff and centre quality assurance
- Ensuring Inclusion Centre Managers are effective in their management of mentors and drive high standards of performance, development and delivery
- Report back to the Internal Management team frequently and efficiently
- Hold weekly team meetings with the Inclusion Centre Teams
- Hold frequent 1-1 meetings with Inclusion Centre Managers
- Ensure that all Inclusion Centres operate in accordance with organisational policies, safeguarding requirements, and best practices.
- Cover Inclusion Centre staff and support Inclusion Centres where needed
- Work closely with the Inclusion Centre Provision Executive to regularly to ensure the Inclusion Centre Provision is delivering high quality performance and meeting the outline key metrics and outcomes
- Working closely with the Inclusion Centre Provision Executive to ensure we are managing our schools effectively, ensuring high customer satisfaction and retention and are making adjustments where needed
- Maintain clear communication between the team
- Represent Think for the Future in the upmost professional manner
- Attend and complete compulsory training as set out by Think for the Future



# Ideal Candidate Profile

## Safeguarding

Think for the Future is committed to safeguarding and promoting the welfare of children and young people and we expect all staff and volunteers to share this commitment. We adopt a rigorous Safer Recruitment Policy which is followed for every appointment. Therefore, successful appointment to this role will be subject to:

- Declaration of any convictions, cautions or reprimands which you have incurred
- An Enhanced DBS Check
- Two Satisfactory References
- Proof of Eligibility to work in the UK

### ESSENTIAL

### DESIRABLE

- Experience with young people in an educational or support setting
- Experience working with young people
- Experience managing individuals or managing a team
- Exceptional admin skills including use of email and MS Word and Excel
- Willingness to learn and develop and ability to demonstrate a can-do attitude and willingness to solve problems
- Full Drivers Licence and access to a car as well as a willingness to drive distances
- Ability to assess priorities and manage competing deadlines both independently and as a member of a team
- Outstanding and flexible interpersonal and communication and written skills

- Experience developing and delivering training programmes
- Relevant qualifications or training for managing teams and individuals
- Industry specific knowledge about the alternative Education sector
- Good knowledge of safeguarding procedures
- Higher education qualifications

## Additional Perks of Working at Think for the Future



**Comprehensive Induction Training:** We provide a dynamic Induction Training for all new staff, during which we not only introduce you to our curriculum and give you all the tricks and tools you'll need to deliver it, but we also host a range of exciting team building events and socials.



**Continued Professional Development:** Our training doesn't just stop after your induction, we provide ongoing high quality training and CPD as well as giving you access to £100 of funding per academic year to be able to access your own CPD opportunities.



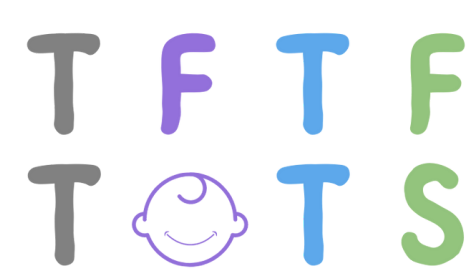
**Vitality Health Insurance:** Access top-quality healthcare with Vitality Health Insurance, made affordable through a salary sacrifice scheme. Enjoy premium healthcare support at a lower cost, ensuring your well-being is covered without stretching your budget. With Vitality, superior health support is just part of the package.



**Health Assured EAP:** We know that life can throw us curved balls sometimes and it's hard to know where to turn. Our partners at Health Assured offer 24/7 confidential support from experienced therapists and advisors for just about any issue you can think of. From family issues, financial information and legal information to childcare support, consumer issues and bereavement counselling. If you have a problem, they're there to help you solve it.



**Positive & Supportive Team Culture:** At Think for the Future, we pride ourselves on our positive and supportive team culture. We invest heavily in our staff to ensure that they are able to support the strategic aims of the organisation and, most importantly, are happy whilst doing it!



**TFTF Tots:** Our on-site TFTF Tots Nursery is subsidised and counts as a salary sacrifice which makes for a very low-cost childcare option for TFTF office staff.  
[www.thinkforthefuture.co.uk/tftftots](http://www.thinkforthefuture.co.uk/tftftots)



## How to apply

To apply for this role please send your CV along with a cover letter explaining why you are suited for the role to: [mark.tinsley@thinkforthefuture.co.uk](mailto:mark.tinsley@thinkforthefuture.co.uk)