

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Operations Manager</b>
<b>REPORTS TO:</b>	Deputy Chief Executive/Director of Content
<b>CONTRACT:</b>	12 month fixed-term
<b>LOCATION:</b>	HMP Brixton, London SW2 5XF
<b>LEAVE:</b>	24 days per annum
<b>HOURS:</b>	Full time
<b>SALARY:</b>	Up to £35,000 PA dependent on experience

### **ABOUT THE PRISON RADIO ASSOCIATION (PRA)**

The Prison Radio Association (PRA) is an award-winning charity that has revolutionised the way we communicate in the criminal justice sector.

We developed and run National Prison Radio (NPR), the world's first national radio station for prisoners. NPR provides practical advice, support and inspirational content to people in prison, encouraging the audience to see prison as a place of positive change. The service is available in the cells of over 80,000 prisoners across England, Wales and Scotland via in-cell television.

We are also developing digital media to offer audio and video to people impacted by the criminal justice system outside prison, such as the family and friends of people in prison.

We also create bespoke campaigns, films, podcasts and audio packages for a wide range of clients, including national BBC radio networks, statutory bodies, government departments and the wider charitable sector. **In recent years we have been named Production Company of the Year at the Audio Production Awards, and won Gold at the ARIAS.**

### **OVERALL PURPOSE OF JOB:**

Being a multi award-winning charity isn't easy, and there's a huge amount of work that takes place behind the scenes to ensure our people are well looked-after and the work environment functions well.

The Operations Manager may also see themselves as the PRA's 'Head of Happiness'. We're looking for someone who's well-organised, has fantastic attention to detail and is great at relationship building. Their role is to understand and maintain all the moving parts that go towards creating our highly-functioning operation. This means being in charge of our IT provision and being the lead contact for our IT facilities management contractors; being able to troubleshoot when problems arise; ensuring our HR processes are the best they can be, and that our people are well looked-after and safe; supporting with the organisation's administration and ensuring the team has the right tools for the job.

In short, you'll be the PRA's 'Person Friday' and will quickly become the most popular member of the team!

## **KEY AREAS OF RESPONSIBILITY:**

1. Provide operational oversight for the PRA and be the central point of contact for staff;
2. Develop, implement and review operational policies and procedures, including HR policies, in partnership with a retained external HR consultancy;
3. Promote a culture that encourages high performance and high morale;
4. Oversee the PRA's technical infrastructure and be the first point of contact for troubleshooting;
5. Oversee the PRA's relationships with IT and broadcast technology partners and support in the maintenance of facilities;
6. Develop health and safety processes and ensure they are fit for purpose and followed by the staff team;
7. Work with PRA's Director of Development to develop processes for monitoring the organisation's performance against its KPIs;
8. Responsibility for internal communications, ensuring all staff across several locations are kept informed of developments;
9. Ensure staff are happy and operating efficiently, and supporting all areas of the charity to work together;
10. A plethora of other areas of responsibilities may arise as this new role develops within the organisation.

## **MAIN DUTIES:**

### **Technical infrastructure**

- Develop a thorough understanding of all the technical infrastructure that the PRA uses;
- Maintain relationships with the range of IT and broadcast professionals the PRA partners with to keep our operation running smoothly;
- Review the PRA's contracts with technical partners to ensure value for money and, if necessary, seek alternative provision;
- Lead on the response to any IT failures and to ensure faults are rectified as quickly as possible and, where necessary, workarounds are found to help staff continue to operate;
- Ensure all equipment, materials and facilities are in good order;

- Recommend plans for future development of infrastructure to improve the PRA's ability to deliver on its charitable aims and objectives;
- Ensure the PRA's data security, designing and implementing processes to protect the PRA's data and ensure it complies with all relevant regulations.

### **Oversight of policies and procedures**

- Regularly review the PRA's HR policies with support from members of the Senior Management Team and a retained HR consultancy;
- Develop and regularly review the PRA's health and safety processes, including processes for risk assessing productions;
- Ensure staff at all levels are aware of their responsibilities and that all policies and processes are followed across the organisation;
- Ensure all staff have adequate training and that training is regularly refreshed. Organise annual staff training for people across the whole organisation, using resources such as Clinks for expertise in working in the prison environment;
- Create a culture of safe working, ensuring staff understand the potential risks of working in the prison environment and in production environments, and how to manage those risks.

### **Other duties**

- Work with the Senior Management Team to ensure the PRA's activities feed into the charity's aims and objectives;
- Support the PRA's external communication strategy, including identifying ways to maintain positive relationships with key external stakeholders (funders, clients, partners, organisations from the wider sector and adjacent sectors);
- Maintain and develop the PRA's website alongside external suppliers;
- Identify and address any problems and opportunities for the PRA;
- Advise Senior Management Team colleagues on any trends or changes that might impact on the PRA's activities in order to improve the effectiveness of the charity's work;
- Support on internal communications within the PRA and assist in communicating between staff and senior management;
- Support PRA senior management in any other duties that may be reasonably asked of them.

**KNOWLEDGE, ESSENTIAL SKILLS and EXPERIENCE REQUIRED:**

- A thorough understanding of and commitment to the aims and values of the Prison Radio Association.
- Demonstrable experience in managing IT systems for organisations of a similar size.
- Strong understanding of HR processes and procedures gained from working in an operations role.
- An understanding of the criminal justice system and the role of the PRA within it.
- An understanding of the pressures and opportunities that come with working in the charitable sector.
- First rate communication skills, with ability to build consensus and relationships among managers, partners and employees.
- Excellent organisational and administrative skills to prioritise workloads meet deadlines and respond flexibly to rapidly changing priorities.
- Resilience and commitment to the goals of the PRA with high levels of self-motivation and enthusiasm – can maintain personal effectiveness when under pressure.
- Good planning and strategic thinking skills, with experience of prioritising and managing complex workloads to agreed deadlines.
- Strong influencing and negotiation skills – ability to present sound arguments to convince others.