

# SMASH

## Head of Quality Operations

Recruitment Pack  
September 2025

# Welcome!

I am delighted you are considering applying for our Head of Quality Operations role with SMASH Youth Project—I know as CEO I am biased, but this truly is a wonderful organisation, full of passionate people making a meaningful difference to the lives of young people.

I am delighted that you are considering joining our team and for taking time to find out more about our organisation.

Growing up in the world today is complicated. From family pressures, to exam stress, the isolation of the digital age, to the pressures of navigating friendships, life can at times become overwhelming. For some young people it can feel impossible to cope. At SMASH we are determined that young people get the support they need, when they need it, without judgment.

We have grown quickly over the past few years and have now identified the need for someone to lead on the efficient and safe day to day operations of our Charity, with a particular focus on quality control.





Demand on our services continues to grow, and over the last few years we have invested in modernising and embedding new systems, infrastructure and processes to help us adapt to our new offer, and have successfully transitioned from a large volunteer-base organisation to a professional mentoring and youth work approach.

The successful candidate will be experienced in leading, managing and supporting a team but will also be very comfortable rolling up their sleeves and helping with everyday tasks and routines. An ability to operate calmly in a often changing landscape whilst being able to juggle regularly changing and competing priorities will be key.

I am immensely impressed and proud of the work I have seen being delivered by the team and I am inspired on a daily basis by the many people I meet and work with. This hugely rewarding role provides a fabulous opportunity for an experienced manager to join a committed, hardworking and dedicated team. We are passionate and determined to do all we can to help the growing numbers of young people who need our support and I hope you will be inspired by this exciting opportunity.

I look forward to hearing from you.

*Andy*

Andy Malcolm

Chief Executive

# Values, Vision and Mission.

SMASH has been supporting young people locally for 26 years, founded in 1999 by passionate, local people.

Throughout the ups and downs of the last two decades, we've been there for young people, responding to the challenges of the time.

The lives of young people today look different to those when we started out, but they are equally challenging. With increasing levels of poverty, reduced investment in youth services, and a digital world full of opportunity and risk, young people need change.

Our determination to support young people is stronger than ever, and our organisational values will be at the heart of all of our future work.



## Our Vision

**Where every young person's struggles with their wellbeing are rare, brief and not repeated.**

We want to see a world where every young person who is struggling feels able to reach out, and has people and services around them who can really help.

## Our Mission

**To ensure young people get the support they need, when they need it, without judgment.**

Whether they need a reassuring conversation, safe peer groups spaces or simply the knowledge that they are not alone in how they are feeling, we will make sure that all young people get support that meets them where they're at.





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## Our Values

At SMASH, we believe that how we do things is just as important as what we do. Our values are fundamental to who we are, they give us confidence that not only will we deliver on our promises, but that we will do so in the right way. Our values drive everything we do – the decisions we make, the actions we take, the partners we choose, the way we treat each other. They are our statement to the world about what matters to us, but just as importantly, they are how we hold ourselves accountable for our own behaviour.

### WE PUT YOU FIRST

Whoever you are, we welcome you, celebrate you and support you to be you!

### CARING IS OUR MOTIVATION

Everything we do we do with love, care and compassion

### WE'RE GENEROUSLY COLLABORATIVE

We really believe that  $2+2=5$ , we travel further together.

## OUR VALUES

### WE SPEAK UP WHEN THINGS AREN'T RIGHT

We know what needs to change because young people tell us; if they raise their voices, so do we!



# The Role

**Working alongside the CEO, the Head of Quality Operations will be a key member of the SMASH Youth Project senior leadership team.**

The Head of Quality Operations will take a lead role in providing quality and operational support to our Charity, contributing expertise to the CEO and Board across a broad range of responsibilities with a focus upon the supervision of the short-term program (and Youth Workers). The post holder will be responsible for ensuring risk is mitigated, operational processes and systems are maintained and accurate, while generating and implementing strategies to improve service levels and increase efficiency throughout the organisation. We envisage that the role will also be the SMASH Youth Project Executive Lead for Safeguarding and will be required to deputise for the CEO. No day will ever be the same and the job will be stimulating and rewarding in equal measure – you really will be making a difference to children's lives.

If you are the ideal person we're looking for, you will have significant experience in relatable people-focused areas, are someone who makes things happen and is comfortable in a senior role. You accept taking on responsibility for multiple areas, are self-motivated, warm and enjoy taking the initiative. You also get great satisfaction from completing projects, developing and **mentoring** the team and



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developing processes that help make life easier for everyone. You pay great attention to detail (nothing slips past you!), you're a dab hand with a spreadsheet and are very comfortable with IT systems in general. You will need to be extremely well organised and great at communicating, both written and verbal, as well as having a really good head for data; it will be important to us for you to establish a robust process for analysing and using data more effectively than we currently are able to do.

You are comfortable working in a fast moving, values-driven organisation with an innovative spirit, which means that you won't always have all the information or answers when starting out.

In the medium term, we anticipate that the role will have the assistance of a Operations Assistant, but in the shorter term, you will need to be prepared, alongside the rest of the team, to contribute across all levels of the organisation to ensure our continued success.

For our part, we will be a charity that you love being part of, offering you all the support and encouragement you need to not just do the job well, but flourish as a person. How we care for our team really matters to us, and this will reflect in how we look after you.



# Key Responsibilities

## Leadership and Strategy

- Embed the SMASH values across the organisation - we put people first, caring is our motivation, we are generously collaborative and we speak up when things aren't right.
- To champion SMASH's vision, deliverables and values through considered leadership, effective supervision and the maintenance of efficient processes that allow the whole team to work with confidence and clarity.
- Develop and implement plans which ensure the delivery of the Strategic Plan.
- Develop and implement a new youth voice + participation strategy.
- Act as the SMASH Youth Project Executive Safeguarding Lead.
- Deputise for the CEO as required, both internally and externally, and flexibly undertake any other duties that may arise, develop or be assigned in line with the broad remit of the position.

## Quality and Operations

- Leadership, management, supervision and quality control over the short-term program across both Swindon and Wiltshire.
- Collaborate with the project leads and teams to resolve quality-related issues and lead subsequent action plans.
- Champion, implement and lead quality-related initiatives to support all aspects of the Charity's operations, values and processes.
- Evolve and embed a system and processes for data analysis, effective 'story-telling' and reporting in order to monitor, inform and improve services.

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- Ensure compliance with our contracted work, with a particular focus on contracts of significance to the organisation
- Lead on risk management, including input into the central risk register, coordinating action plans and monitoring compliance.
- Act as the Data Protection Lead for all aspects of our GDPR responsibilities i.e. compliance, legislation, training, incidents etc.

## **People Development and Sustainability**

- Cultivate an inspiring and supportive workplace culture and model a fair and open management approach that ensures trusted relationships are embedded.
- Ensure quality in delivery through robust practice development supervision of colleagues delivering face to face work.
- Ensure that SMASH's values are embedded in all staffing policies and decisions.



# Person Specification

	Essential	Desirable
Education, training and qualifications	<ul style="list-style-type: none"> <li>• Evidence of recent continuing professional development relevant to the post</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification or advanced training in a relevant area such as human resources organisational management</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Significant experience in a relatable field of work.</li> <li>• Strong management experience including overseeing organisational development, supervision of staff, developing culture and responding to complex staffing issues with empathy, fairness, consistency and appropriate confidentiality.</li> <li>• Demonstrable experience in data management, including confidentiality and data protection legislation</li> <li>• Understanding of social impact reporting and experience of monitoring and evaluation systems to measure impact.</li> <li>• Ability to work robustly within challenging and unpredictable environments, to problem-solve difficult situations calmly, manage risk effectively across all parts of the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Background in 3<sup>rd</sup> Sector leadership role.</li> <li>• Experience of quality control, particularly in a people-related field.</li> <li>• Producing MI (management information) reports across an organisation.</li> <li>• First-hand experiences of the issues we address through our work</li> <li>• An understanding of young people's development needs and the issues important to them</li> <li>• Experience of developing organisational policies, processes and controls</li> <li>• Familiar in managing relationships with funders including applying for and reporting on various funding awards.</li> <li>• Experience of risk management practise.</li> </ul>

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<b>Interpersonal skills</b>	<ul style="list-style-type: none"><li>• Able to effectively communicate and influence across all levels of internal/ external organisations.</li><li>• Confident, with a calm and resilient nature – not easily phased.</li><li>• An understanding and acceptance of the SMASH values and the centrality of these to the work of the charity.</li><li>• Ability to manage own time and workload efficiently, prioritise and meet tight deadlines and work in a fast paced and rapidly changing environment.</li></ul>	<ul style="list-style-type: none"><li>• Ability to take and give direction.</li></ul>
<b>Additional requirements</b>	<ul style="list-style-type: none"><li>• Strong computer literacy &amp; proficient user of MS Office packages.</li><li>• Other activities relating to the general charitable purposes of SMASH as and when they may be required.</li></ul>	

## Terms of Employment

Hours of work: 35 hours a week (with options for flexible working and consideration will be given to 80% (4 days) for the right candidate.

Reporting to: CEO, SMASH Youth Project

Salary: £40,022 (subject to skills, qualifications and experience).

25 days annual leave + bank holidays + office closure between Christmas and New Year.

3% employer pension contribution (5% employee) through NEST.

# How to apply

To apply, please send your CV and covering letter outlining how you would match our person specification and why you'd be suitable for the role to [recruitment@teasmash.org.uk](mailto:recruitment@teasmash.org.uk). Do drop us an email if you have any questions or would like to find out more too.

**The closing date for applications is Friday 3rd October.**

**Pre-screening online interviews will occur following application.**

**Interviews will be held throughout the day at our Youth Centre in Swindon on 15th October, with a second interview stage the following week should it be required.**

We look forward to hearing from you.

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