



Operations Manager Recruitment

Thank you for your interest in the post of Operations Manager at Charity Link. Please find enclosed the job description.

CVs should be received by us no later than 5pm on Tuesday 6th February 2024, and can either be posted to the address below, marked "Private & Confidential", for the attention of the Chief Executive Officer, or emailed to susan.mceniff@charity-link.org.

We intend to interview for the post, week commencing 26th February 2024. If you will be unavailable for interview during this week, I should be grateful if you could advise us of this when you submit your application.

Yours sincerely

Susan McEniff

Chief Executive Officer

Charity Link

Job Description

Job Title: Operations Manager

Reporting to: Chief Executive Officer

The Operations Manager plays a crucial role in overseeing and optimising the organisation's internal processes, ensuring efficient and effective delivery of its charitable objectives. This position requires a dynamic individual with strong organisational, leadership and strategic planning skills to translate vision into actionable plans.

PRIMARY OBJECTIVES

1. To support the strategic aims of the organisation and the Chief Executive Officer.
2. Collaborate with the Senior Leadership Team to develop and implement organisational strategies and policies.
3. Ensure alignment of operations with the charity's mission, vision, and values.
4. To ensure the effective smooth running of the charity, contractual and regulatory compliance, and quality assurance.
5. To meet targets agreed by the Board of Trustees.
6. Deputise for the Chief Executive Officer in their absence.

KEY TASKS

The key responsibilities are:-

1. Operational Leadership and Management

- Provide strategic leadership, direction, day-to-day management and the co-ordination of the Casework, Administration teams and Trust Administration teams.
- Co-ordinate, manage and oversee the day-to-day functions of the organisation to ensure that charitable objectives are met.
- Ensure quality assurance throughout service provision.
- Provide regular reports to the Board of Trustees, Chief Executive Officer, Senior Leadership Team and Commissioners.

2. Financial Control

- Liaise with the Chief Executive Officer and Finance Manager for budgetary planning and management, ensuring good financial stewardship.
- Monitor financial performance, identify variances and recommend corrective actions as necessary for commissioned and contracted programmes.
- Collaborate with the Finance team to optimise resource allocation.

3. Service Delivery and Project Management

- Co-ordinate and oversee the Casework function and implementation of charitable programmes/partnerships.
- Monitor project time-lines, budgets and outcomes to ensure successful delivery.
- Collaborate with the Senior Leadership Team to assess programme effectiveness and impact.

- Manage contracts with external bodies and provide written reports as required, including statistical information.

4. Process Improvement

- Review and identify opportunities for process optimisation and efficiency improvements.
- Implement best practice to enhance operational effectiveness.
- Conduct regular reviews and evaluations of operational processes.

5. Compliance and Risk Management

- Ensure compliance with relevant laws, regulations and industry standards.
- Develop and implement risk management strategies to mitigate potential issues.
- Act as the Safeguarding Officer for the organisation and ensure that best practice is followed.
- Lead on health and safety for the organisation.
- Act as the data protection officer for the organisation.
- Ensure compliance with GDPR and other data protection regulations.
- Ensure property maintenance.

6. Team Leadership and Development

- Support, train and manage teams, fostering a positive, collaborative and productive working environment.
- Staff development including performance management, appraisals, team meetings, supervisions, peer-to-peer support and team building.
- Implementation of training to support service delivery and personal development.
- With external legal and technical support undertake HR duties across the organisation.
- Promote a culture of collaboration, accountability and continuous improvement.

7. IT/Communications Development

- Oversee the IT/communications infrastructure with support from contractors.
- Assist with the implementation of new casework management software.
- Manage the implementation of new hardware and software systems.
- Implementation and continued development of Cyber-security.

8. Stakeholder Engagement

- Build and maintain relationships with Trustees, Commissioners, contractors, external partners, referral agencies, suppliers and all stakeholders.
- Represent the charity at external meetings, conferences and events.
- Communicate effectively with donors, supporters and the wider community.

9. Trading Activities

- Effective co-ordination of the charities activities with those of its trading arms, Trust Administration and The Goods Depot.
- Oversee compliance with all regulatory matters.

PERSON SPECIFICATION

The candidate should be able to demonstrate the following knowledge, skills and ability:

ESSENTIAL

1. Proven experience in operations management within the not-for-profit sector
2. Excellent strategic, organisational and time management skills
3. Excellent leadership, interpersonal and communication skills
4. Strategic thinker with the ability to translate vision into actionable plans
5. Strong team working ethic, able to motivate and inspire staff, encouraging knowledge sharing and peer support
6. Ability to operate on a senior level and represent the organisation externally
7. Ability to make decisions, multi-task, prioritise and delegate effectively
8. Excellent standard of IT including Microsoft Office (Word, Excel, and PowerPoint or equivalent)
9. Ability to network and liaise effectively with individuals and agencies in the private, public and voluntary sectors, and governmental departments
10. Self-motivated, solutions focused and creative self-starter
11. A commitment to diversity, equality and inclusion within the workplace
12. Able to achieve targets and work to tight deadlines
13. Excellent written and reporting skills
14. Full driving licence and own transport
15. Occasional work in the evenings and weekends

DESIRABLE

1. Knowledge and understanding of casework (case load management and best practice)
2. Knowledge of the statutory infrastructure and voluntary landscape for social welfare
3. Previous experience of case management and creating reports to support social impact/social value reporting
4. Experience of the regulatory framework of companies and charities
5. Knowledge and understanding of HR