



Operations Manager

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| Responsible to: | Chief Executive |
| Responsible for: | Project Managers, Administrator and Finance Officer |
| Contractual Hours: | 5 days a week, 35 hours per week (with some evenings and occasional weekends) |
| Salary Level (Per Annum): | £38,220 gross annual salary. 1 year Fixed term, with the possibility of extending. |
| Annual Leave Entitlement: | 5.6 weeks per annum (Public Holidays Included) full time equivalent |

Main Purpose of the Role

The Upper Room (TUR) works with various disadvantaged groups including homeless people, destitute migrants and ex-offenders, helping them to improve their lives and become productive members of society. The successful applicant will have responsibility for managing and working with the Project Managers to ensure the smooth running of all operational activities of The Upper Room. This includes oversight of risk management, health and safety, Safeguarding and Data control.

General Duties & Responsibilities

1. Overall responsibility for TUR site at St Saviour's Church, and any other project sites that may be utilised to fulfil the operating objectives of the charity.
2. Daily management of developing and implementing good Health and Safety practices in line with government regulations and industry standards.
3. Daily management of Data control and safeguarding practices.
4. Work with the Chief Executive to ensure the Strategic plan is developed and implemented.
5. Working with the Chief Executive and the Fundraising Manager, ensuring there is effective monitoring and evaluation of current projects.
6. Ensure sufficient interaction with guests so that particular needs are adequately responded to, problems understood, and that staff are offering our guests the support and help they require to give them the opportunity to move forward.
7. Working with the Chief Executive to ensure the correct governance of the charity.
8. Ensure all policies are in place and being regularly reviewed.
9. Ensure adherence to required quality standards, and maintain the TUR/PQASSO quality mark.
10. Comply with TUR's Equal Opportunities Policy, and contribute to its development within the organisation.
11. Public speaking eg Harvest talks at Schools.
12. Deputise for the Chief Executive when necessary
13. Produce quarterly operations reports for the Chief Executive.
14. Attend Board meetings.

Staff and Volunteer Management

Responsibility for the line management of all project leads.

1. Responsibility for recruitment, retention, issuing and reviewing job descriptions, appraisals, disciplinary and grievance processes, overseeing holiday entitlements, monitoring sick leave and any other employment issues.
2. Ensure good HR practices, liaising with HR provider.
3. Hold regular one-to-one meetings with all Project Managers, Administrator and Finance Manager, setting SMART targets and working with them to develop and implement performance improvement when necessary.
4. Schedule and lead monthly staff meetings.
5. Organise sufficient cover for staff during annual leave, as well as sudden absence due to sickness. Stepping in personally if required, when others are unavailable.
6. Identify any skills required, and organise suitable training for all staff.

Finance

1. In conjunction with the Chief Executive manage the overall budget.
2. Review monthly financial outcomes with the Chief Executive, all Project Managers and the Finance Manager.

Fundraising, marketing and communications

- Working with the Chief Executive, provide annual reports, occasional newsletters and organise publicity materials as and when required.
- Working with the I.T. lead, regularly update the website and maintain presence on social media networking sites.
- Attend local fundraising events when required, some of which may take place in the evenings and occasionally at weekends.

Person specification

The following are the qualities we believe to be necessary to do this job. They are listed as Essential (**E**) and Desirable (**D**), so please give as many examples as you can against those criteria. The shortlisting decision will be based on our assessment of you against these criteria:

The final assessment process will also seek to assess these characteristics.

1. Abilities/Experiences

- Experience of successfully managing complex teams that deliver multiple projects. **E**
- Experience of engaging with different individuals in an empathetic but solution-focussed way. **E**
- Experience of coaching or mentoring. **D**
- Experience and ability to motivate others to achieve targets and outcomes. **E**
- Experience and/or awareness of fundraising initiatives. **E**
- Ability to form good relationships with staff, beneficiaries and volunteers, while maintaining professional boundaries. **E**

- Experience of implementing and monitoring health and safety and risk management. **E**
- Experience of strategic thinking and planning. **D**
- Experience of developing and monitoring targets and outcomes. **E**
- Experience and ability to manage and prioritise workloads. **E**

- Good organisational skills and ability to manage time effectively. **E**
- Proficiency in Microsoft Word, Excel, Outlook and PowerPoint to monitor, analyse and report work. **E**
- Ability to communicate to a high standard, face to face and electronically, to a wide range of people, in a variety of settings. **E**
- Ability to produce written reports to a high standard, and maintain computer-based data. **E**
- Ability to speak inspiringly to staff, volunteers, beneficiaries and partner agencies, to sustain motivation and commitment to the organisation. **E**
- Ability to engage with various partners within the public, private and voluntary sectors and secure their continuous partnership. **E**
- Ability to use own initiative in decision-making, and produce required results with minimal supervision. **E**
- Solution-focussed and innovative. **E**

2. Qualifications

- Degree level or equivalent experience.

3. Knowledge/Skills

- Good relevant working knowledge of Health and Safety. **E**
- Good working knowledge of Safeguarding and lone working. **E**
- Good working knowledge of data protection. **E**
- Ability to actively support and promote equal opportunities, and knowledge of issues relating to communities from diverse backgrounds. **E**
- Good understanding of the relevance of effective policies and procedures. **E**
- Good understanding of charity governance. **D**

4. The competencies applicable to the post are:

Self-development and Learning

Willingness to listen but also to lead. To make decisions when necessary, but also to take advice. To improve learning, and participate in any identified capacity-building and good practice-sharing events.

To be a strategic thinker, and to work with the Chief Executive/Fundraising Manager on areas of development for The Upper Room.

Team Work

Ability to lead and work as a part of a team. To offer guidance and support and to empower individuals to grow. Able to see and communicate the bigger picture to show others how their own work fits into a wider organisational objective and strategy.

How to apply- CV and covering one page letter stating how you meet the person specifications to nicky.flynn@theupperroom.org by Friday 31 July at 5pm. Interviews will be held at The Upper Room on Thursday 6 August 2020, second interviews on Wednesday 12 August.