

JOB DESCRIPTION – Area Operations Manager

Based at: Hope House, Beeston with travel to our other locations and around Nottingham generally

Reporting to: CEO

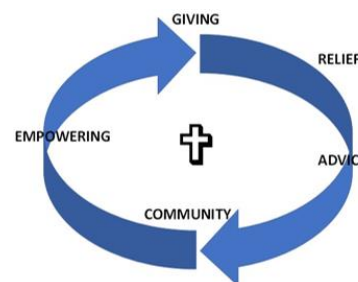
Responsible for: General Operations including management of foodbanks, volunteering & personnel, H&S, finance, and facilities

Hours: 30 - 37.5 hrs per week to be agreed



At Hope Nottingham, we:

- Put others first – promoting the wellbeing of our team and our community
- Listen – to ensure we hear and respond to the needs of others
- Adapt - we are willing to embrace change with a 'can-do' attitude
- Are accountable – to ourselves, the organisation, and our community
- Embrace Hope Nottingham's Vision, Mission, and Values



AIMS OF HOPE NOTTINGHAM:

We are a Christian charity whose vision is to inspire and grow communities of HOPE across Nottingham, where local people are enabled to support those in need, providing resources, spiritual support and reducing loneliness.

PURPOSE OF ROLE:

To work as part of the Senior Leadership team, embedding our ethos and values, assisting the CEO in achieving our strategic vision and mission through the professional running of the organisation. To be responsible for hands-on management of our Trussell Trust foodbank franchise, our general operational services including oversight of volunteering and personnel, facilities, IT, H&S, and data management, with additional support of finance as required.

KEY RESPONSIBILITIES:

Leadership and Strategic

- Input into strategic plans, and development of policy, removing barriers to the implementation
- Research, develop and oversee proactive strategies for added value support of foodbank guests e.g. (but not limited to) advice, fuel vouchers, Acts 435, budgeting/money coaching schemes
- Enable our effective response to changes such as demand, external circumstances, and legislation
- Raise the profile, nourish existing external relationships – and develop new ones – to support and enable strategic objectives in relation to relief of material poverty/food insecurity
- Where appropriate and led by the local community, assist in the development of satellite foodbanks, strengthening leadership, building relationships with church host site leaders, to in line with our community hub mission, seeking support of the Development Manager where necessary

Management of our 14 Foodbanks with particular focus on the 12 satellite foodbanks

- With support of our Area Foodbank Support Coordinator, act as the Senior Management and Hope Ambassador for our Trussell Trust East and West Nottingham franchise
- Line manage the Satellite foodbank leaders / volunteer teams, ensuring satellite foodbanks operate in line with agreed policies and procedures (Trussell Trust and Hope)
- In conjunction with the Area Foodbank Support Coordinator and Supporter Care and Engagement Officer, ensure a comprehensive food stock generation and fundraising plan is in place (permanent and ad hoc collection points, and initiatives with schools, churches, corporates, and local groups.
- Oversee and support the Area Foodbank Coordinator in managing the foodbank referral process, food distribution (including vehicles), data management, and signposting of guests
- Lead on hands-on training and development activities for all foodbank volunteers, ensuring all foodbank volunteer paperwork and procedures are completed in line with the volunteering policies.

Volunteering and Personnel

- Lead on adherence to our volunteering policies, working with staff, other senior managers, and a small team of volunteer 'office angels' to effectively recruit, train, support and celebrate volunteers
- Oversee our Corporate/group volunteering programme, working with other staff to promote and engage volunteer groups to effectively contribute to our work and premises maintenance
- Support the CEO in HR management, including policy implementation, and personnel record keeping
- Help develop and oversee the training and development strategy for both staff and volunteers
- Develop and manage any staff or volunteer management and training portals.

Risk Management


- Keep abreast of all matters of legislation and compliance relevant to the running of our charity
- Assist the CEO to manage the organisational Risk Register, mitigating risks through robust policies and procedures, supporting the address of any internal compliance issues
- Oversee and support our Data Protection Officer (DPO) advising on secure data procedures and monitoring compliance of staff's delegated duties (pursuant to us providing DPO training if required)

Facilities Management, Health, Safety and Environment

- Line manage and support the Admin & Facilities Coordinator to ensure all Hope's facilities are correctly maintained, including management of any contracts and development projects.
- Oversee information systems and IT with support of a reliable external IT consultant.
- Oversee the asset register, insurances, and all utilities contracts, working to secure best prices
- Oversee Health & Safety, food hygiene and environmental aspects of the charity, with appropriate and effective delegation of day-to-day responsibilities to the Administration & Facilities Coordinator
- Ensure necessary and documented checks of foodbank satellite host sites are completed, meeting our due diligence, raising any concerns sensitively with host sites and working to resolve

Finance

- In due course, act as a bank signatory, setting up and or authorising payments as required
- Support the CEO when required in completion of payroll, budgeting, end of year accounting/reporting procedures and ongoing financial checks and controls.

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- Work with the Support Manager to ensure correct administration of our Acts 435 advocacy
 - If required, line manage /support our Bookkeeper in the correct administration of QuickBooks
 - Contribute to fundraising strategy and implementation, including support of bid writing if required.

Managing People & Relationships

- Build effective relations with Senior Management and Volunteer Foodbank leaders to build effective relationships, ensuring no divide across operations, foodbanks, and our central hubs.
- Ensure all staff are focussed on and supported in achieving Hope's Vision and Values through robust HR management and procedures.
- Direct line management of the following staff:
 - Admin & Facilities Coordinator in general running of Hope office/operations/facilities/H&S
 - Area Foodbank Coordinator in foodbank support/referrals/food distribution
 - Any other operational staff as required e.g. Bookkeeper, Administrators, Training and or Comms/engagement roles

Other tasks

- Any other duties as deemed appropriate to the role.
- Support and contribute to communications and activities to promote Hope's Vision, Mission and Values and achievements and the fundraising for them.
- Other tasks related to supporting and assisting the wider team.

GENERAL RESPONSIBILITIES (all roles)

Training and Education

- Be responsible for personal (and team where applicable) completion of mandatory training, development programmes, training courses as deemed necessary to the role
- Promote and deliver opportunities for volunteer skills development.
- Ensure annual reviews and monthly catch ups are completed in a timely and professional manner
- Take personal responsibility for identifying gaps in personal and team knowledge / skills and taking action to rectify this.

Working relationships

- In addition to Hope's Code of Conduct and policies on professional and personal relationship boundaries, foster positive relationships with guests, staff, visitors, volunteers, and donors.
- To act in all times in a professional manner, respecting the need of colleagues and co-operating to maintain a harmonious team working environment.

Flexibility

- Days and times may vary according to operational need. You may be required to work flexibly to cover for the absences of colleagues and for other operational reasons.
- To attend and travel to meetings / trainings / other sites as required.

Policies and Procedures

- Take responsibility for reminding self of and adhering to Hope Nottingham’s policies and procedures including Health & Safety
- Due to the nature of our community work, all staff are expected to be familiar with our Safeguarding policies to support our work with children, young people, and vulnerable adults.

General

- Hope Nottingham aims to continually improve its service which may mean modification of structures and therefore job descriptions will prove necessary.
- You will be expected to co-operate with changes which we may need to introduce, however you will be fully consulted about any proposals that prove fundamental to your role.
- This job description is not intended to be exhaustive but outlines key tasks to be undertaken. It will be reviewed as part of our staff annual review policy as a minimum and will be adapted to meet the changing needs of Hope Nottingham. All job descriptions are non-contractual.

PERSON SPECIFICATION: Operations Manager

Criteria	ESSENTIAL	DESIRABLE
Education	<ul style="list-style-type: none"> • Knowledge and qualification in a vocational or specialised field short of a Degree Level. For example, HNC/HND/AAT. (NVQ-4). 	<ul style="list-style-type: none"> • Specialised knowledge of Business, Charity, Facilities, Operations, Management. Leadership, HR, Learning & Development, Foodbank or Volunteering acquired through formal training
Proven ability - experience	<ul style="list-style-type: none"> • Proven experience in a Senior Leadership role such as Deputy CEO in small charity/organisation or Head of Dept or a geographical area in larger one • Multi-site or multi-project management • Senior people mgt experience • Experience overseeing facilities/property mgt and H&S, and risk assessing • Successful budget and resources management • Track record of achieving targets • Experience acting as an ambassador/representative of an organisation and/or relationship management 	<ul style="list-style-type: none"> • Working in the charitable or voluntary sector • Developing a strategic vision and delivery plan • Experience working in at least one of our specialist areas (Volunteering, food poverty, community, or social isolation) • Working in a Christian setting • Generating support/funds • Managing a foodbank and/or a referral-based service • Experience overseeing a large team of volunteers • Experience with media and publicity as required • Data Management / GDPR • IT management
Proven ability – skills and attributes	<ul style="list-style-type: none"> • Project management • Meaningful contribution to strategy and policy • Commitment to Equality, Diversity, and Inclusion • Rigorous analytical skills and attention to detail 	<ul style="list-style-type: none"> • Can develop robust partnership agreements and /or Memorandums of Understanding

	<ul style="list-style-type: none"> • Full computer literacy (including Microsoft office, PowerPoint and excel) • Proven organisational skills at highest level • Strong verbal skills, able to relate well to stakeholders at all levels • Exceptional written communication skills (business reports / training resources) • Can create training resources and deliver training 	<ul style="list-style-type: none"> • Marketing skills (brand, website, social media, marketing, newsletters) • Greater depth knowledge of Office 365 and SharePoint management • QuickBooks • Greater depth knowledge of database management and/or data protection
Managerial and Supervisory Responsibility	<ul style="list-style-type: none"> • Able to take oversight of a whole department including its multiple focuses • Can line manage small team of staff, and multiple teams of volunteers. • Practical people management experience applying employment law and volunteering , best practices • Proven record of leading teams to deliver high quality results • Able to address performance and/or conduct matters decisively as required in line with employment law practices • Can serve as expert knowledge in operational compliance 	<ul style="list-style-type: none"> • Formal training in people management/employment law practices • Policy writing • Knowledge of Investing in People and / or Investing in Volunteers
Accountability	<ul style="list-style-type: none"> • Able to take Senior Manager delegated authority for overall performance of foodbanks and general operations, working to ensure strategy, financial mgt and sustainability, policy and impact is met • Able to act as the face of organisation and can build Hope's positive reputation in various local areas. • Can effectively assist with the organisation's risk register and completion of associated actions to mitigate risks • Has a commitment to working collaboratively and accountably • Manages proactively, decisively, and professionally with any concerns/issues • Knowledge to comply with GDPR • Can manage a large and detailed budget • Can act as bank signatory 	<ul style="list-style-type: none"> • Confident to present to the Board as required. • Able to challenge others and at senior level to aid in appropriate decision-making • Has sound knowledge of charity responsibilities as detailed by the charity commission including Charities SORP
Independence of action	<ul style="list-style-type: none"> • Can act independently at Senior Manager level • Confident to act with clear guidance but using discretion • Refers to CEO, policy, and specialist resources (CIPD, ACAS, HSE, NCVO, Trussell Trust, Charity Commission) 	

Complexity	<ul style="list-style-type: none"> • Able to manage varied and demanding workload for generally straight forward and multiple activities, with clear operating guidelines. • Can switch from one major activity area to another whilst maintaining awareness and continuity • Able to use judgment to manage the needs of multiple projects, stakeholders, and locations • Can and does address difficult tasks with facilities, guests, volunteers, staff, partners, supporters. • Advanced knowledge of operational management including property and H&S. • Basic awareness of safeguarding 	<ul style="list-style-type: none"> • Advanced understanding of staff and volunteer management • Good knowledge of charity accounting and reporting procedures • Advanced financial management • Bigger picture analytics
Relationships	<ul style="list-style-type: none"> • Confident in liaising with external partners and agencies and the media, much of which requires influencing and negotiating skills • Able to build approachable and supportive relationships with staff/volunteers at all levels • Can positively manage frequent internal contact with key specialist roles (CEO, Development Manager, Support Manager, Admin & Facilities Coordinator, Bookkeeper, Area Foodbank Coordinator) • Takes a self-assured, friendly, and professional approach to working with volunteers and guests 	<ul style="list-style-type: none"> • Experience working /networking with local councils and other agencies • Confident to build and nurture relationships with local churches, schools, organisations, and businesses
Direction	<ul style="list-style-type: none"> • Able to work largely proactively with little or no direct supervision, mainly working remotely from central hub • Comfortable reporting to CEO based on progress against objectives with guidance on policy and procedures provided 	
Pressure of work	<ul style="list-style-type: none"> • Copes with high degree of pressure, demonstrating considerable concentration • Maintains a high level of quality service and work to high standards • Can successfully manage peaks of pressure according to demand/shortage of resources 	
Working environment	<ul style="list-style-type: none"> • Able to work in a largely open plan office (with private space available) and work from home • Can handle multiple interruptions to support the needs of the team / wider organisation • Regular travel across Nottingham 	

	<ul style="list-style-type: none"> • Comfortable working in public spaces such as Hope cafés, community spaces, foodbanks and at external events 	
Values	<ul style="list-style-type: none"> • Maintains the highest levels of personal integrity • Must be willing and able to support and uphold our Christian values and communicate them across different audiences • 	
Other	<ul style="list-style-type: none"> • Able to attend pre planned staff meetings or retreat days • Satisfactory DBS check at Enhanced Level • Flexible in hours to meet the needs of the business including evenings for Board meetings if required or events and occasional weekends • Access to transport to travel between sites (must be owner/driver) 	<ul style="list-style-type: none"> • Can work overtime if required