



OPERATIONS MANAGER ROLE DESCRIPTION

JOB TITLE: Operations Manager

0.8 - FTE (by negotiation) - Permanent

BASED AT: Hope House, Beeston

SALARY: £27-32k based on skills and experience

REPORTING TO: Director & Trustees

MAIN PURPOSE OF JOB This is a senior leadership role, designed to facilitate the effectiveness and growth of the charity through the provision of operational organisation and management of the extensive and varied activities undertaken by the charity. The role's aim is to release the Director and Project Leadership staff from management functions and to give full support to all the ministries of the charity, providing the practical framework to enable the charity to fulfil the vision to which God has called it.

KEY RESPONSIBILITIES

LEADERSHIP & STRATEGIC

- Support and input to the strategic development and vision of the Charity

ADMINISTRATION & COMMUNICATION

- Oversee and support of administration to enable efficient and effective day to day administration
- Oversee development of the Charity's website and electronic media and production of all the Charity's publicity

FINANCE

- Work alongside and liaise with treasurer and deputy
- Have an understanding of the finances and how they are managed
- Provide essential input to the annual budget in conjunction with the Treasurer and deputy
- Ensure that proper financial management procedures are in place and being followed and that financial risk is being mitigated.

FACILITIES MANAGEMENT

- Oversee the management of Hope House maintenance, decoration and any development projects
- Oversee cleaning and line manage cleaning staff.
- Negotiate the various service and maintenance contracts and liaise with suppliers
- Organisation and oversight of volunteer teams for maintenance and improvement projects.

HEALTH AND SAFETY

- Oversee Health & Safety for all aspects of the charity, ensuring appropriate and effective delegation of day to day responsibilities and providing clear reporting to the Director and Trustees.

FOOD HYGIENE

- Lead and provide day to day oversight to ensure compliance of all food hygiene matters

IT

- Oversee the development and maintenance of all IT. Hope Nottingham use a reliable external consultant for all technical IT matters

FUNDRAISING

- Support the Director and fundraising team in the development and implementation of a fundraising strategy.

FOODBANK STORE

- Oversee the volunteer team in the safe and efficient management and distribution of food stock.

PERSON SPECIFICATION

EXPERIENCE	Essential	Desirable
Experience of premises management and understanding of Health and Safety legislation	✓	
Successful supervision and management of staff/volunteers	✓	
Experience in successfully managing building/facilities maintenance projects	✓	
Experience in managing accounts and budgets etc.	✓	
Experience in procurement of goods and services.		✓
Experience in Managing Food Hygiene		✓
Experience with using and setting up technical equipment for IT, PA and AV purposes		✓
SKILLS AND ATTRIBUTES		
Excellent written and verbal communication skills.	✓	

Extensive interpersonal skills with the ability to constructively influence and persuade others.	✓	
Unflappable, diplomatic and tactful	✓	
A team player	✓	
Able to manage a busy workload and conflicting priorities,	✓	
Logical, systematic and organised in approach to work, but creative in ensuring that tasks, projects etc are completed effectively and efficiently.	✓	
PERSONAL QUALITIES		
Personally committed to Hope Nottingham's vision & mission	✓	
Self-motivated and able to work on own initiative	✓	
Enthusiastic, energetic and positive approach	✓	
Leads by example	✓	
Maintains the highest levels of personal integrity	✓	