JOB DESCRIPTION

POST: Senior Operations Manager

JOB PURPOSE: To lead and manage the operational delivery of community infrastructure services across the organisation, ensuring high-quality, compliant, and impactful outcomes for service users, communities and stakeholders. To be an effective change manager, engaging staff in developing new and innovative ways of working. To work closely with the CEO and Senior Management Team to develop and implement strategic plans, manage resources, and foster partnerships across the voluntary, statutory, and private sectors. To work as a member of the Senior Management Team to deliver the organisation's strategic objectives.

REPORTS TO :   Chief Executive Officer

RESPONSIBLE FOR: Allocated staff and budgets.

KEY TASKS:

1.   Relationships and Communication

1.1   Develop and maintain effective working relationships with commissioners, funders, and partners.

1.2   Manage a team of multi-skilled staff engaged in delivering a variety of contracts and activities.

1.3   As a senior manager to represent Volunteer Cornwall (VC) at meetings, conferences, seminars, events and other functions to take forward the organisation's objectives.

1.4   Develop and maintain partnership working in the public, voluntary sector and private sectors.

1.5   Work with staff and partners on developing new and existing projects and activities to meet the organisations objectives and values.

1.6   Meet regularly with the other members of the Senior Management Team and set organisational direction.

1.7   Develop, support and maintain professional working arrangements with all staff and colleagues in the organisation including Trustees.

1.8   Provide accurate and timely reports for the CEO, Trustees and stakeholders as required, interpreting data from a variety of sources.

1.9   Promote the activities of VC on digital platforms.

2.   Leadership

2.1   To lead operational planning aligned with organisational strategy.

2.2   Deputise for the CEO when required.

2.3   Contribute to business planning, policy development, and quality assurance.

3. Finance and Resources

3.1 Proactively identify funding opportunities, and develop funding applications, that align with the organisation's objectives.

3.2 Support budget development and financial monitoring.

3.3 Ensure robust risk management and compliance with safeguarding, GDPR, and health & safety regulations.

3.4 Manage contracts and project budgets effectively, using appropriate systems.

3.5 Manage physical assets effectively, including premises, fixtures and fittings.

3.6 Manage own and staff's time efficiently, with due regard for the economical use of company time and resources.

3.7 Maximise revenue from trading activities where relevant.

3.8 Ensure timely and accurate flow of information to the finance team.

4. Administration and Organisation

4.1 To line manage operational staff and volunteers.

4.2 To ensure that all team members are supported and encouraged in training activities linked to their work and the development of VC through regular appraisals.

4.3 To ensure that VC meets its obligations to the staff as an employer and complies with all relevant legislation regarding their employment.

4.4 To be responsible for all relevant contract paperwork, archiving and filing.

5. Quality Management

5.1 To be responsible for team performance to ensure achievement of contract targets and project delivery.

5.2 To work with Senior Managers in the development and delivery of VC's strategy and operational plan.

5.3 To identify and develop activities to further VC's mission and values.

5.4 To research, promote, implement and develop procedures, practices and methods to enhance and develop the scope and role of volunteering and social action.

5.5 To develop appropriate quality systems and monitor existing ones ensuring that all service delivery meets the required quality standards.

5.6 To ensure that all complaints received relating to the contracts are dealt with promptly and satisfactorily in accordance with the VC's complaints policy.

5.7 To ensure that VC meets its obligations to clients and volunteers and complies with all relevant legislation relating to their activities.

5.8 To ensure that all company policies and procedures are adhered to and set a personal example in implementing them.

5.9 To develop a practical working knowledge of related posts within the organisation and fulfil all contractual obligations.

5.10 To drive continuous improvement and innovation in service delivery.

5.11 To implement supervision, appraisal, and professional development systems.

5.12 To actively promote a culture of learning, inclusion, and wellbeing.

5.13 Be willing to undertake all other reasonable duties as directed by the Chief Executive.

6.   Information Technology

6.1   To provide accurate timely reports as required by stakeholders and compile quarterly reports for CEO and board of trustees linked to VC's business plan.

6.2   To provide management information from a variety of sources as required.

6.3   To use ICT in presentations and utilise other technology and social media to promote the aims and objectives of VC.

6.4   To be responsible for the management of all manual and electronic systems within the department.

7.   Values Driven Work

7.1   To support VC's overarching strategy.

7.2   To ensure that VC lives by its 4 underpinning values which are to be: Creative, Caring, Collaborative and Challenging.

7.3   To recognise that we are operating in a state of climate and ecological emergency and to support VC in its commitment to become a "net zero" organisation.

PERSON SPECIFICATION
SENIOR OPERATIONS MANAGER

Essential Skills

Key Task 1 – Relationships and communication

1.1   To possess excellent people skills with the ability to develop team activity across a wide geographical area.

1.2   To be able to absorb information quickly and prioritise main issues for action.

1.3   To have experience in developing and managing effective partnership working.

1.4   To be able to make effective presentations using a variety of techniques.

1.5   To have proven ability of effective team working.

1.6   To be able to think strategically.

Key Task 2 – Leadership

2.1   To have a minimum 2 years' experience in operational management.

2.2   To have experience leading teams and managing performance, including personal development plans and appraisals.

2.3   To have experience in a lead role in the voluntary, community or health and social care sector.

Key Task 3 – Finance and Resources

3.1   To have experience of managing budgets effectively.

3.2   To have the ability to maintain and create effective management systems.

3.3   To have experience of successful bid writing.

3.4   To have the ability to manage time and other resources effectively.

3.5   To have the ability to maintain accurate and timely records.

Key Task 4 – Administration and Organisation

4.1   To have experience in implementing personal training plans and appraisal systems.

4.2   To understand policies such as Safeguarding, Diversity and Health and Safety.

4.3   To have the ability to produce and maintain office systems for contract management.

Key Task 5 – Quality Management

5.1   To have experience of managing successful contracts.

5.2   To be able to demonstrate a commitment to the voluntary and community sector.

5.3   To have experience of developing and implementing a variety of quality systems and standards.

5.4   To have the ability to assess and resolve complaints effectively.

5.5   To understand the voluntary sector and the needs of clients and volunteers.

5.6   To have an appropriate awareness of personal responsibilities under current legislation, particularly Climate and Ecological Emergency, Health & Safety, Diversity, Safeguarding, Diversity and Data Security & Protection regulations.

5.7   Ability to learn different administrative systems.

5.8   Willing to work flexibly as a member of a team.

Key Task 6 – Information Technology

6.1   To have a good standard of written English.

6.2   To be competent in the use of Microsoft applications.

6.3   To have experience of ICT within a work context.