



Job Description

Post :	Operation Manager
Location :	Coming Home Centre (Community Veterans Support)
Salary	£30,000 per annum + pension
Hours	37.5 hours per week - working pattern 9.00 to 5.00 with 1/2 hour lunch Monday to Friday, some weekend and evening work may be required
Leave	20 days p/a plus 13 bank holidays

Coming Home Centre

Community Veterans Support was registered as a charity on 14th August 2014, we operate a 5 day a week drop in and support centre for Armed Forces Veterans irrespective of when, where or how long they served, our youngest veteran is 23 and the most senior is 93. We provide free tea and coffee all day and a hot lunch; we also assist with any issues or problems they might have, from physical and mental health, to housing and benefits, pensions, job search and recreational activities.

Purpose of Post:

The purpose of this post is to manage the day to day running of the Coming Home Centre, workshops, activities and services provided by Community Veterans Support.

- The post holder will supervise a team of staff and volunteers to ensure the smooth running of the Centre. The post-holder will be responsible for reporting to the Board of Directors, promoting the Centre and ensuring that the Centre complies with all relevant legislation.
- A creative, enthusiastic, driven person who can bring ideas and learning to the team.
- A self-starter who is able to work on their own initiative and who also works well within a small team setting.

The specific tasks of the role are:

Staffing and Volunteers

- With the approval of the Board, recruit and appoint suitable staff and volunteers to assist in the running of workshops and services provided by Community Veterans Support
- Carry out yearly staff reviews and quarterly staff appraisal 1:1, records of which will be maintained and stored in staff files

- Provide support to staff and organize relevant training
- Maintain staff files including attendance, sickness, disciplinary records, correspondence
- Report on staffing progress and issues at Board meetings
- Monitor volunteer progress and carry out quarterly reviews

Promotion and Marketing

- Promote the Coming Home Centres to Veterans, funders, partners and any other relevant bodies
- Maintain and promote the CHC Website and Social Media
- Produce marketing material and where possible news articles promoting the Centre activities
- Liaise with strategic outside agencies

Client Support and Services

- Where required attend appointments with veteran's e.g: housing/ medical/ benefits, Court hearings and tribunals.
 - Supervise the management and co-ordination of service user needs and requirements, either in house or by referring on to other supporting agencies.
 - Liaise with and build partnerships with other agencies with regards to veterans issues, both civil e.g.(Dept of work & pensions/NHS) and ex-service (e.g GHH/ Combat Stress)
 - Where required attend external activities provided for veterans.
 - Attend meetings and briefings with other relevant agencies where required
 - Deal with and respond to any issues or complaints including escalation to Board level if Required
- Adhere to, and maintain all relevant HR protocols

Funding and Finance

- Meet with the Bookkeeper monthly, detail all outgoing and incoming transactions and produce accounts and reports as required by the Board of Directors
- Analysis of accounts ensuring best value is being achieved
- Provide all documentation as required for the production of the annual accounts
- Maintain a record of all Community Veterans Support Assets
- Ensure security and maintenance of all CVS vehicles, including Insurance, Road Tax and MOT, and ensure all drivers have provided copies of driving licence
- Maintain a cash float not exceeding £500 and spend up to £500 without Board authority
- Produce finance forecast and request purchase approval from the Board when required
- Ensure all incoming monies, either cheques or cash are banked at the earliest opportunity.
- Raise funds for the day to day running of the Centre including: wages, rent, utility expenses, vehicle expenses, and any other relevant costs through – Identification of relevant funding applications, street collecting /bag packing, sponsored/ fundraising events, seeking private sponsorship from individuals and companies
- Create and seek new opportunities and service provision for clients
- Prepare and submit funding applications as approved by the Board, ensure monitoring reports are prepared and submitted
- Develop a long term fundraising strategy

Board and legal requirements

- Produce monthly Board reports including finance and statistical outputs and outcomes

- Produce operational report including funding status, monitoring, staff and volunteers
- Ensure that OSCR regulations are being adhered to including uploading of annual accounts, Members register and AGM
- Maintain a secure confidential facility for all documentation either generated by Centre or provided by veterans/ the Board/ other agencies whether in paper or electronic format in line with the Data Protection policy
- Support the office network and server and ensure systems are backed up.
- Security of all hardware and software, on static PC's, Laptops, Tablets smart phones, TV's, projectors etc.

Policies, Procedures and Health and Safety regulations

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- Ensure all Centre Policies and Procedures are up to date and relevant and reviewed annually
- Ensure that all incidents are brought to the attention of the Board of Directors and appropriate action taken when required
- Carry out Fire Marshal duties
- Ensure all health and safety policies and procedures are being followed

Any other duties as required