

**JOB DESCRIPTION**

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| **JOB TITLE:** | Operations Manager |
| **RESPONSIBLE TO:** | General Manager |
| **LOCATION:** | Strathbrock Partnership Centre, Broxburn, West Lothian |
| **SALARY:** | £21,840 (pro-rata) |
| **HOURS:** | 25 hours per week (M-F) |
| **PERIOD:** | Fixed Term 24 months |
| **START DATE:** | January/February 2019 |

**The Brock**

The Brock Garden, Wood & Craft Centre offers people in West Lothian who have a severe and enduring mental illness a transformative placement in a therapeutic "real work" setting that includes personal development and skills development. The objective is to make a long-term difference to individuals based on recovery in its broadest sense using diverse & engaging activities in a supportive environment to develop resilience and encourage integration into their communities. We see the assets and skills that people have which are masked by their mental illness. Our aim is to help them to use those skills and assets positively.

**Job Purpose**

The purpose of the operations manager role is to support the General Manager and the Brock team to deliver the strategic aims & objectives of the organisation; and to adopt a hands on approach while managing the day to day operations of the Brock Garden, Wood & Craft Centre located at the Strathbrock Partnership Centre in Broxburn, West Lothian.

**Main Responsibilities**

* Consistently demonstrate appropriate behaviours conducive to building and maintaining a high performance organisational culture
* Construct & deliver annual operating plans to ensure all staff & volunteers are focused on delivering the strategic aims & objectives of the organisation
* Support service users to participate in a range of activities to improve their psychological wellbeing and integrate within their local community
* Support activity facilitators to plan & deliver creative, structured activities to optimise service user involvement & positive outcomes
* Carry out regular constructive performance reviews with activity facilitators to maintain a culture of continuous improvement
* Identify training & development needs for staff & volunteers; and agree individual continuous personal development plans
* Build and maintain collaborative working relationships with internal & external stakeholders including service users, staff, volunteers, customers and stakeholders from other organisations/groups
* Facilitate the delivery of a customer centric service culture ensuring customer orders are completed on time and customers are satisfied with the service provided
* Co-ordinate the planning & delivery of Brock projects ensuring that sound project management principles are adopted
* Optimise income opportunities from Brock activities and services by offering added value products and/or services to existing customers and generating new orders from new customers
* Control all operating expenditure ensuring spending remains within agreed budgets
* Manage the organisation’s admin function ensuring operational efficiency and compliance with legislative/business processes
* Perpetually review business processes to improve the efficiency of the organisation
* Manage the procurement & tender processes for all materials, goods & services required for the successful operation of the organisation
* Monitor quality control standards from all suppliers and third-party contractors to ensure high standards of operations are maintained
* Manage risk assessment reviews & maintain high standards of Health & Safety, complying with relevant legislative requirements to ensure a safe working environment at all times
* Prepare & submit regular performance reports to the General Manager
* Agree own training & development needs, and appropriate continuous personal development plan(s) with the general manager

**Skills/Experience (essential)**

* Strong team player with demonstrable track record of motivating a small, diverse specialist team
* Strong relationship management & networking skills with a successful track record building collaborative working relationships
* Previous success in complex operations management role ideally gained while working within a commercial environment
* Demonstrable commercial acumen & entrepreneurial flair
* Experience of constructing & delivering stretching operating plans with appropriate KPI’s
* Proven ability to plan & prioritise time and activities effectively and adapt to changing circumstances where necessary
* Ability to communicate clearly and effectively at all levels and consistently demonstrate high levels of interpersonal skills
* Ability to use own initiative, consulting others when required to find pragmatic solutions to solve complex problems
* Demonstrably high levels of self-motivation, commitment & achievement

**Skills/Experience (desirable)**

* Experience of working within the third sector and/or with a social enterprise
* Experience of working with people with mental health issues
* Full UK driving licence

**Other**

The Operations Manager must have a recent full PVG disclosure certificate or give consent for one to be obtained prior to confirmation of any job offer