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|  Job Title | **Development/Operations Manager** | Organisation / Project | **Community Led Action & Support Project (CLASP) / other Projects** |
| Location | North Ayrshire | Travel Required | Yes |
| Salary / Benefits | Salary plus 10% Pension Contribution |
| Hours of Work | 35 Hours plus occasional evening/weekend |
| Reporting to:  | General Manager |
| Direct Reports: | None / Deputises for General Manager |
| Job Summary |
| To work as part of a small team supporting various aspects of the CLASP organisation including funding development, financial monitoring processes, sustainability and governance. |
| Job Description |
| **Service Delivery****Hope Project*** Provide line management of staff.
* Maintain a confidential recording system of all client use of HOPE project.
* Organise and co-ordinate bi-monthly service user meetings and keep record of meetings feeding back to Clasp Board of Directors.
* Oversee completion of questionnaires to assist monitoring processes.
* Maintain systems for monitoring progress towards meeting milestones and outcomes and evaluation of same.
* Maintain and update Project Library of information on issues affecting older people including a stock of benefit forms and resources e.g. pension credits.
* Develop asset register of equipment.
* Develop a Proposal and conduct a feasibility study to introduce a new Activities Delivery Programme to North Ayrshire Sheltered Housing Units as an Income Generation Stream.
* Maintain & reconcile project activity income.

**Clasp Digital*** Provide line management of staff.
* Maintain systems for monitoring progress towards meeting milestones and outcomes and continue to use developed template to monitor and evaluate project.
* Prepare and submit progress reports as required to ensure milestones on target and in line with funder’s expectations and completion of funding applications for ongoing financial support of Digital Project.

 **Clasp*** In conjunction with the CLASP General Manager, research possible funding streams for the organisation that fit with the aims and objectives of the CLASP organisation and to strengthen the infrastructure of the organisation as it develops and expands.
* Research and develop a detailed plan of potential income generation streams for the organisation.
* Work with the General Manager in the potential development of new projects within North Ayrshire
* Prepare monthly progress reports to CLASP Board of Directors
* Conduct reviews of organisational effectiveness including, premises, projects, staff job descriptions and support development of risk register
* Assist in submitting improvements to Succession Planning
* Deputise for the General Manager during absence to include the following tasks -
	+ Processing and recording financial transactions of the organisation
	+ Updating personnel records, as required
	+ Processing monthly payroll updates to Accountants
	+ Staff support and supervision
	+ Dealing with staffing matters
	+ Monthly petty cash reconciliation
	+ Overseeing all projects and services within the organisation

**Resources*** Manage all resources efficiently and account for their usage in accordance with policies and procedure
* Maintain systems for monitoring progress towards meeting milestones and outcomes and continue to use leap approach to monitor and evaluate project.

**Organisational*** Play an active role in supporting the achievement of team and organisational objectives
* Maintain a current knowledge of, and adhere to, CLASP and associated projects policies, and procedures
* Represent CLASP positively taking a professional approach at all times, promoting the organisation’s mission and values
* Participate constructively in meetings, forums, training opportunities and other events
* Contribute knowledge to inform service and organisational improvements and developments

**Professional Development** * Participate fully in support and supervision sessions and operations meetings
* Participate in training and development opportunities identified or agreed by line manager
* Maintain a current knowledge of available resources, and relevant regulatory and legislative requirements
* Take responsibility for own continuous professional development

 **Culture** * Promote a culture where diversity and difference is valued and respected
* Treat service users, colleagues and external contacts with respect
* Actively develop good relationships with service users, colleagues and external contacts
* Promote the learning organisation by proactively participating in the professional development of self and others, and in service improvements and developments
* Encourage improvement and innovation by sharing ideas, reflections and experience of service delivery
* Embrace experimentation, positively trying new ideas and service developments
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| Implemented: | Review: |