**The Open Door – Operational Manager**

**Job Description**

**Job Title:** Operational Manager

**Hours of work:** 37.5 hours, standard pattern Monday to Friday 9am to 5pm. There may be occasional out of hours working for which time off in lieu is given, e.g. to attend evening meetings or to cover for day care staff absence on Saturdays.

**Salary** £30,000 to £32,000 a year plus 3% employer pension contribution

**Holidays** 30 days, including 10 public holidays

**Reporting to:** The Board

**Purpose of Job**

To provide day to day management and administration of The Open Door’s activities and lead a team of staff and volunteers delivering social clubs and day care services for older people, a community café and other projects to promote inclusion.

**Main Duties**

Contribute to and implement organisational strategy and plans.

Manage day to day finances and budget monitoring.

Manage staff including induction, training, communication, team meetings, support and supervision, performance reviews, discipline and grievance and managing sickness absence.

Coordinate recruitment processes for all staff, issue contracts of employment and maintain employee personal files and staff records.

Manage the building, including carrying out risk assessments and regular health and safety checks, and deal with any problems that arise.

Maintain business and charity registrations and ensure The Open Door meets the registration requirements or standards set by external regulatory bodies.

Manage contractual relationships with statutory authorities.

Develop and maintain relationships with key external partners and agencies.

Research funding opportunities and compile and submit grant applications and end of grant reports.

Put systems in place to measure, monitor and report on the performance of the organisation, including feedback from clients and carers, and implement service improvements.

Develop and maintain a communications and marketing strategy for the organisation, including website, social media and printed leaflets.

Develop, implement, communicate and maintain policies, procedures and systems to ensure compliance with legislation.

Create and maintain IT systems and ensure that all records, both paper and electronic, comply with data protection requirements.

Oversee the management of the coffee shop and ordering of supplies.

Represent The Open Door at meetings and events.

Support the Board including arranging Board meetings and the AGM, preparing papers, attending meetings and implementing organisational strategy.

When needed, provide hands on support to the Day Care Manager or Café Supervisor.

Any other reasonable duties that are appropriate or as directed by the Board.

**Responsible for**

**Budget**

The annual budget is c. £180,000 per annum with £60,000 coming from the City of Edinburgh Council, £15,000 from NHS Lothian and the remainder from grants and fundraising.

**Staff**

There are seven other staff in total. The Day Care Manager is full time and has three part-time direct reports, a Support Worker and two Activities Co-ordinators, who are job-share partners. The Café Supervisor, Volunteer Co-ordinator and cleaner are all part-time. They report directly to the Operational Manager.

**Volunteers**

There are around 50 volunteers including placements for people with additional support needs. The Operational Manager supervises volunteers who help with administration and office work. The Day Care Manager and Café Supervisor are responsible for the day to day supervision of volunteers allocated to their services.

The Volunteer Co-ordinator is responsible for the recruitment and retention of volunteers.

**Premises**

The Open Door runs its activities from leased premises in Morningside Road, Edinburgh. Activities include two social clubs to promote the health and wellbeing of senior citizens and two registered day care services for vulnerable older people. There is also a popular community café, open every weekday, and a community lunch on the first Sunday of every month.

**Please note the post is subject to satisfactory PVG check and references.**

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**Person Specification**

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| **Essential** | **Desirable** |
| **Qualifications*** Must be willing to undertake SVQ 4 Care Services Leadership and Management (SCQF level 10) to become the named Registered Manager of the day care service in the absence of the Day Care Manager. Qualification must be completed within an agreed timescale. Fees will be paid for by the organisation.
* If you already possess a qualification that meets the criteria to become the named Registered Manager you will not be required to undertake an additional qualification as part of the role.
 | * SVQ 4 Care Services Leadership and Management (SCQF level 10) or a degree in a relevant health or social care subject, e.g. Social Work, Nursing, Occupational Therapy.
* Eligible to register with SSSC or another relevant professional body, e.g. NMC or HCPC, to become the named Registered Manager of the day care service in the absence of the Day Care Manager.
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| **Knowledge and experience*** Previous experience in a management role
* Previous experience of working in a health or social care setting or a not-for-profit organisation
* Sound financial awareness and experience in managing budgets
 | * Knowledge of the charity/voluntary sector
* Previous experience of developing and running income generating schemes and/or social enterprise initiatives
* Previous experience of working with volunteers
* Experience of fundraising
* Experience in making grant applications
* Understanding of the issues faced by client groups
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| **Skills and abilities** * Able to demonstrate leadership skills to ensure the objectives of the charity are achieved
* Able to manage, motivate and support staff
* Able to manage budgets
* Strong organisational and administration skills – able to work to tight deadlines, prioritise and delegate
* Able to foster effective relationships with staff, volunteers and Board members
* Able to develop and build good working relationships with a variety of stakeholders and partners
* Able to develop, monitor and report on performance measures
* Excellent communication skills both verbal and in writing
* Able to produce written documents to a high standard
* Able to work on own initiative
* Competent IT skills – confident and proficient with Word, Excel, Powerpoint and Outlook
* Able to maintain confidentiality
 | * Full and valid UK driving licence and access to a vehicle during work time
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