**JOB TITLE:** Operations Manager

**SALARY:** PAS Pay Scale 4 (£35,642 - £40,922)

**HOURS:** Full-time (35 hours)

**RESPONSIBLE TO:** Chief Executive

**CONTEXT**

PAS currently has a staff of 10 and around 350 volunteers, the vast majority of whom are professionals from the built environment sector.

PAS is a national charity operating on a social enterprise business model. PAS offers a free and impartial advice service and a range of training, education and other services to ensure that everyone is able to have a say in the future of their place.

The post of Operations Manager is responsible for ensuring integration and co-ordination across PAS and developing the organisation’s delivery of services in collaboration with the Chief Executive, and the Support Services and Communications Managers.

This position's primary responsibility is ensuring operational effectiveness and quality of delivery, contributing to the development and implementation of organisational strategies, political engagement, policies and practices.

**JOB DESCRIPTION**

***Operational***

* Develop the operational systems, processes and policies in support of the organisation’s strategy and delivery plan; specifically support management reporting, information flow, business process, evaluation and organisational planning.
* Assist in ensuring effectiveness and efficiency of each PAS portfolio holder/ manager as well as coordination and communication between support and business functions.
* Line Manage Project Manager, Development Officers and Volunteer Manager posts, and conduct annual appraisal process as appropriate.
* Chair regular staff meetings to ensure integration/ co-ordination of services.
* Develop appropriate mechanisms with relevant PAS managers to help meet the increased demand for PAS training and services.
* Attend monthly strategy meetings with CEO, Communications Manager and Support Service Manager around operational planning and delivery.
* Contribute to the strategic and short/long-term organisational/operational development of PAS.
* Develop appropriate monitoring, evaluation and other support systems and procedures to ensure the efficient delivery of our key services.
* Ensure operational compliance with GDPR.

***Social Enterprise Activity***

* Assist in the development of income generation as part of the organisation’s social enterprise activity including application for project funding and responding to public tender.
* Liaise with PAS partners and other clients on requirements for place facilitation (including charrettes), training, SP=EED and other projects and training associated with social enterprise activity.
* Oversee the delivery of PAS training and projects.
* Assist in the production of activity reports to funders and partners.

***Strategic Development***

* Champion PAS and be an ambassador for the organisation’s work.
* Build strong relationships with relevant external and partner organisations and help inspire and motivate others.
* Represent PAS at seminars, conferences and other partner meetings and briefings as required.
* Develop political stakeholder engagement capacity with National and Local Government with CEO
* Deputise for CEO

**PERSON SPECIFICATION**

The post holder will have

* a broad understanding of the third and social enterprise sector, local government and private sector and the changing policy and funding environments in which they operate.
* an excellent understanding of the workings of national and local government.
* excellent project management skills.
* experience of partnership working.
* an understanding of the role of community groups and promotion of community engagement.
* strong digital and IT skills.
* excellent verbal and written communication skills
* the ability to deputise for CEO
* good presentation skills.
* the ability to be proactive in pursuing opportunities for income generation.
* an ability to motivate staff in a changing environment.
* a collaborative work style and a commitment to get the job done.
* the ability to challenge and debate issues of importance to the organisation.
* excellent facilitation skills.
* the ability to be persuasive with details and facts.
* the ability to delegate responsibilities effectively.
* The flexibility to travel when necessary and to attend evening and occasional weekend events.