



Job description – Operations Manager

Hours of work: 25 hours Part Time, Monday-Friday

Salary: £20,000- £24,000/pa pro rata

Tenure: fixed term until 31 December 2021

Location: G2 7HF, Glasgow

Accountable to: Managing Director

The No.1 Befriending Agency is a vibrant local social enterprise that works to reduce loneliness and isolation. Part of how we do this is to ensure that older people can thrive in later life. We work with our dedicated volunteers to provide the support that local older people need to live happy, healthy lives. We work to help older people stay connected with their communities, alleviating loneliness, improving health and wellbeing and making communities stronger through volunteering.

Main Purpose of the Job

The Operations Manager will be responsible for The No.1 Befriending Agency office management, administration and HR of the organisation.

Main Duties

- People manager to reports including appraisals
- Chairing team meetings as part of a rota basis
- To set budgets and manage service expenditure in conjunction with the service manager
- To develop policies and procedures for good practice within the befriending service.
- To provide reports to service manager and prepare any paperwork as required.
- To provide reports to grant making and funding bodies.
- To liaise with other supporting agencies (voluntary & statutory) and develop good working relationships.
- To monitor and evaluate all aspects of the befriending service and volunteer's database to ensure good practice in all areas and to make changes where required.
- To monitor and implement Health & Safety procedures for staff and volunteers. (Volunteers working with service users in the community during the day)
- To implement an effective volunteer recruitment and retention strategy
- To keep an ongoing training and support to volunteers
- To organize reward and recognitions / team building events for volunteers
- To ensure we maintain a Volunteer Friendly Award and attain Quality in Befriending recognition
- Work with colleagues to promote our volunteer opportunities, including via social media and on-line outlets
- Respond to enquiries about volunteering and maximise the uptake of opportunities

- Ensuring compliance with our obligations to undertake PVG checks, and renewals, for staff and volunteers, in accordance with The No.1 Befriending Agency policy and best practice
- Work with colleagues to update and implement our volunteer management handbook
- Work with colleagues to develop new volunteer opportunities within The No.1 Befriending Agency
- Support staff to monitor and review volunteer placements to ensure volunteers receive sufficient support
- Inputting and ensuring records on the database are up to date and accurate
- Undertake any other duties as may be determined from time to time within the general scope of the post.

Partnership working

- Maintain good working relationships with external organisations, including our partners in Glasgow city council, West Dunbartonshire Council and the local communities where we operate
- Support the development of corporate volunteering relationships

Marketing, information and promotion

- Represent The No.1 Befriending Agency at external events, sometimes out of office hours, to raise awareness of our volunteering opportunities
- Contribute to content for website and social media

Person Specification:

Skills/Attributes

- Proven ability to communicate clearly face to face at various levels and with varying groups of people
- A strong passion for creating positive influence in people's lives.
- Proven ability to produce clear written communication
- Deep understanding/desire to learn of the Third Sector, volunteer community and why people volunteer.
- A genuine interest in volunteering and making a social impact
- Excellent oral communication and relationship building skills
- Enthusiasm and a willingness to take on new challenges
- A proactive approach to problem solving
- A commitment to developing new skills, knowledge and understanding
- Understanding of and empathy with the issues affecting older people
- High levels of tact, diplomacy and empathy in dealing with a wide range of people
- Flexible and interactive team player
- Ability to work under pressure and to tight targets
- Ability to self-manage workload and demonstrate a proactive approach to work

Knowledge/Experience

- Strong Excel, Word and Powerpoint skills
- Understanding of how working in a diverse society relates to volunteering
- Understanding of the need for confidentiality and accurate record-keeping
- Business administration/management
- HR management
- Strong IT skills

The job description sets out the main requirements of the post but is not an exhaustive list of duties and responsibilities. The No.1 Befriending Agency is a small organisation which delivers impressive services as a result of our staff being flexible and proactive in their work and 'going the extra mile'.