**Role Profile**

|  |  |
| --- | --- |
| Job title | Operations Manager |
| Reporting to | Business Development Manager |
| Has reporting | Yes |
| Salary | £30,940 |
| Start date | 03 October 2022 |
| Duration | Permanent contract – 35 hours per week |
| Location | Moray Carshare Office – The Park Ecovillage, Findhorn, Moray, IV36 3SH. |

**About Moray Carshare**

Moray Carshare (MCS) is a community-based car club with over 300 members who share 14 cars, 11 electric bicycles, a trailer and a camper van kit. The cars and e-bikes are based at different locations in and around Forres, Findhorn, Kinloss, Aberlour and Craigellachie in Morayshire in the north-east of Scotland.

It’s an organisation that is owned by its members and constituted as a Scottish Charitable Incorporated Organisation (SCIO registration number: SC047744), regulated by the Scottish Charity Regulator (OSCR).

**Vision and Mission**

Moray Carshare’s vision is a world in which everyone has access to affordable and environmentally friendly travel options in a manner that builds community and trust.

Our mission is to provide convenient and affordable transport options that minimise environmental damage and encourage social cohesion.

**Job Purpose**

The Operations Manager is a newly created post and will be responsible for the overall effective running of the operations of MCS in alignment with our strategy, vision, purpose and ethos.

The role includes responsibility for managing the day-to-day operations of MCS, specifically, our physical assets: cars, e-bikes and charge points, along with supporting and servicing MCS members and potential new members by responding to enquiries, resolving issues and undertaking administrative (including financial) tasks on an ad-hoc and scheduled basis.

In addition, the postholder will support the Business Development Manager (BDM) with the implementation of new IT systems and processes over the coming year as we upgrade our operations structure bringing an improved service to our members and operational efficiency gains.

Together with the BDM, the Operations Manager (OM) is also expected to represent MCS in relation to the local community and the wider world.

As a newly created position, the postholder will need to be flexible and adaptable as the role develops over time.

The role has been made possible by partial funding from the Paths for All ‘Smarter Choices, Smarter Places’ grant scheme.

**Reporting Structure**

The OM will report to the BDM, who is also a Trustee.

The BDM reports to the Moray Carshare Board of Trustees who have the overall responsibility for the operation and development of MCS.

**Key Liaisons**

The post includes three direct line contractor reports and management of potential volunteers. Current contractors include a vehicle maintainer, a car cleaner and a Speyside representative. The postholder will be responsible for supervising all contractors, ensuring contractor work meets expected standards and is undertaken in expected timeframes. The BDM will provide support and guidance on an on-going basis.

**Job Description**

**General Management**

* Ensure the effective running, management and development of the Moray Carshare (MCS) car and e-bike fleet including monitoring and maintenance, legal compliance (road tax, insurance, MOT, DVLA requirements), dealing with insurance claims, vehicle presentation, cleaning, repair, etc.
* In conjunction with the BDM, proposing and overseeing the purchase of new vehicles and the sale of vehicles being released from the fleet.
* Supervising contractors and volunteers e.g. for vehicle maintenance and cleaning.
* Ensure the effective management and maintenance of MCS charge points (x3 at present) and car parks.
* Manage price increases: update relevant systems and documentation when applicable and communicate changes to MCS members.

**Member Service / Relationship Management**

* Communicate with and respond to enquiries from potential/current members and other third parties by phone, email, social media channels, and in-person, e.g., provide information on MCS services and conduct in-person introductions to new members.
* Manage the MCS helpline, emergency call outs and out-of-hours requests from members.
* Ensure members understand the ethos of MCS and adhere to the rules and commitments of our membership agreement.
* Communicate regular and ad-hoc updates to members via monthly newsletter and emails.
* Monitor membership satisfaction through appropriate systems, including online surveys, and resolve issues raised.
* Develop and maintain effective internal and external relationships including with MCS board members, relevant service providers, key suppliers, collaboration partners, local government, other car clubs, etc.
* Enable members’ participation and engagement in MCS governance.

**Risk, Compliance and Governance**

* Together with the BDM, ensure legal and statutory compliance of all MCS operations, policies and practices including effective Health & Safety practice, data protection/privacy, and, employment law etc.
* Identify operational, and where applicable, organisational risks for MCS, for regular review with the BDM to ensure appropriate mitigation measures are in place.
* Maintain the operations risk register.
* Ensure effective organisational systems, policies, procedures and record-keeping are in place and develop as necessary.

**Financial Care**

* Produce and distribute monthly invoices to MCS members and follow-up to ensure payment as necessary.
* Using Xero (online accounting software), ensure all financial transactions are recorded and reconciled (training provided).
* Manage and monitor operational budgets, taking appropriate action on issues arising.
* Support the BDM in developing appropriate financial plans, budgets and forecasts for the effective overall financial management of MCS.
* Assist the BDM in producing monthly financial and management reports that accurately reflect MCS performance, ensuring accurate presentation and timely distribution.
* Submit accurate and timely VAT returns (Xero).
* Maintain all MCS assets and the register thereof.
* Together with the BDM and as instructed by the Board of Trustees, review and propose revision of pricing strategy on at least an annual basis.

**Marketing**

* Together with the BDM, regularly review, maintain and develop the MCS website.
* Attend and represent MCS at local events promoting our service.
* Attend and represent MCS at online events and workshops promoting our service and/or contributing knowledge and experience to other organisations.
* Check all MCS social media channels (Facebook, Instagram, LinkedIn, Twitter, Google Business) on a daily basis, responding to any queries as quickly as possible, and within 24 hours Monday to Friday.

**Development**

* Working closely with the BDM, support the implementation of development projects e.g. expansion into new districts and bedding in new IT systems.
* Actively support new and existing car clubs in establishing or growing their scheme.
* Generate ideas for improving and/or expanding MCS services.

**Special demands**

The postholder must be willing to be ‘on call’ and to respond to emergencies and urgent issues out of normal working hours and/or to ensure appropriate out-of-hours cover (emergencies are rare and helpline calls are occasional). Other staff members also support these duties.

The postholder will be based at the MCS office at The Park Ecovillage in Findhorn but will be required to attend other MCS sites to resolve issues as and when necessary.

**Other duties**

This job description is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document, and the post holder will be required to carry out any other duties that are necessary to fulfil the purpose of the job.

**Person Specification**

Overall, the postholder needs to be an organised, hands-on and efficient professional, with excellent customer service skills and good written and verbal communication skills.

**Knowledge & Experience**

* Basic knowledge and comfort level of dealing with cars and bikes, and a willingness to learn if knowledge is limited.
* Experience in supervisory role.

**Skills & Competencies**

* Excellent customer service skills.
* Good planning and organisational skills for a diverse workload, with the ability to re-prioritise and organise a variety of tasks in response to unpredictable and changing demands.
* Good time management skills.
* Comfortable holding responsibility, making decisions and solving problems using own initiative.
* Excellent attention to detail and comfortable dealing with figures.
* Strong interpersonal skills with the ability to build good relationships and influence people from a wide range of backgrounds.
* Good writing skills.
* Proficient IT skills: Google apps, Word, Excel & other in-house systems.
* A valid driving licence.

**Personal Attributes**

* Must be committed to the ethos and values of Moray Carshare.
* Genuine enthusiasm and a passion for sustainable transport, communities, and the environment.
* Highly motivated, positive mind-set and professional in approach.
* Team player – a readiness to work as part of a team and support colleagues.
* Self-motivated – ability to work under your own steam with minimal supervision.
* Ability to cope with and support/lead change as MCS develops and expands its service.
* Willingness and passion to learn, develop and grow, particularly where knowledge or experience is limited.

**In addition, the following would be advantageous:**

* Residence in or around Findhorn, Forres or Kinloss.
* Book-keeping or accounting experience.
* Experience of charities / the third sector.

**How to Apply**

Please submit the following:

* A one-page cover letter briefly introducing yourself and why you are applying.
* The application form and equal opportunities form (optional).

Please email your application documents as attachments to [manager@moraycarshare.com](mailto:manager@moraycarshare.com) with the subject line ‘Operations Manager Application’.

Deadline for applications: **09:00am Tuesday, 23 August 2022.**

Interview dates: **Week commencing 29th August / 5th September (date and time TBC).**

Candidates invited to interview will be informed by close of business on – **Thursday 25th August.**

We welcome applications from under-represented minority groups.