

## Job Description

<b>Title</b>	Operations Manager
<b>Line Manager</b>	Chief Executive Officer
<b>Line Manages</b>	Liaison Officers. Will supervise volunteers.
<b>Salary</b>	£30,000 pro rata (0.5 FTE)
<b>Location</b>	This role will be home based initially, moving to flexible home and office based (Edinburgh) in 2023.
<b>Contract</b>	This is a fixed term, 1 year contract.
<b>Hours</b>	17.5 per week
<b>Annual Leave</b>	28 days annual leave (including bank holidays)

### About Cancer Card

Cancer Card is a national charity whose main aim is to assist the NHS by supporting everyone who is affected by cancer, enabling them to directly access relevant information, services, support and products.

Our online community hub provides support and information for cancer patients, partners, families, friends, employers and professionals, all in one place, as they navigate the world of cancer. It also acts as a directory with key contacts for all UK cancer charities & support service.

### Our Values

- Passion - with it we achieve the extraordinary
- Collaboration - we can achieve our purpose by working together
- Respect - we make every effort to understand and be considerate of the needs of others
- Compassion - we are a caring organisation, recognising the unique challenges faced by our community with kindness and empathy

### The Post

This is a fantastic opportunity for an experienced Operations Manager who would like to support Cancer Card in delivering our vision. The ideal candidate will have experience of operations and risk management and will have a passion to make a difference. You will work with the Chief Executive Officer on streamlining operational systems and processes, financial management, resource planning, compliance and risk management, ensuring that we have policies that support the team and charity in achieving their goals.

### Operations

- Manage our office and home working systems, spaces and equipment, including leading on health and safety, utilities and insurance.
- Lead on procurement.
- Manage meeting resources e.g. booking meeting rooms, setting up online meetings.
- Ensure all staff have appropriate stationery, IT and other office equipment, and liaise with our IT support over any issues.
- Monitor compliance and risk registers, keeping Directors informed of any issues. Lead on

improvements to compliance and risk monitoring systems.

- Ensure data is stored in compliance with GDPR and that all staff are confident in appropriate data use and storage.
- Develop our methods of quality assurance and accountability.

### Finance and funding

- Supervise the day-to-day work of the finance role
- Work with the finance role and the Chief Executive Officer to produce management accounts and budgets.
- Provide day to day support and guidance to the Chief Executive Officer and other team members regarding finance activity.
- Flag areas of concern and/or emerging financial risk to Chief Executive Officer and draft reports to help the Chief Executive Officer and the Board to assess financial information, opportunities and risk.
- Identify ways of improving financial and office systems and processes.
- Research potential funding sources, as needed, and contribute to writing funding bids.

### People

- Oversee recruitment processes to support vacancy fulfilment including writing and placing adverts, candidate management and applicant screening, as well as exit processes.
- Oversee the development and implementation of a suitable, tailored hybrid working model, ensuring all policies and procedures are updated as necessary and staff are supported and have access to everything they need to work under this model.
- Oversee the development and implementation of new HR policies
- Oversee the day-to-day implementation of HR policies, including monitoring for any legislative changes
- Volunteer recruitment, training and support

### Other

- Work with the Chief Executive Officer to develop strategic and operational plans, to ensure that work activity planning is integrated with financial, HR and infrastructure planning.

### General Responsibilities

- Ensure all activity complies with GDPR legislation.
- To attend internal and external meetings representing Cancer Card as required.
- To attend occasional out of hours' meetings or events.
- To work effectively and collaboratively with colleagues across the departments.
- To operate within the policies and procedures set out by the charity.

## Personal Specification

	Essential (E) / Desirable (D)	Assessment Method
Qualifications	<ul style="list-style-type: none"> <li>Evidence of continuing professional development (E)</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience of working in an operational role (E)</li> <li>Experience of managing staff (D)</li> <li>Experience of working in the charity sector (E)</li> <li>Experience of working with volunteers (E)</li> <li>Experience of using online content management systems Customer Relationship Management Systems– (E)</li> <li>Experience of meeting and measuring key performance indicators. (D)</li> <li>Experience of working effectively in a team and leading on own initiative (E)</li> <li>Experience of multi-agency working (D)</li> <li>Ability to use website tools (D)</li> <li>Knowledge of relevant policy and procedures for volunteering roles (D)</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> <li>Interview</li> </ul>
Skills	<ul style="list-style-type: none"> <li>Excellent organisational skills, including ability to manage multiple tasks and projects (E)</li> <li>Excellent communication skills with people from all backgrounds (E)</li> <li>A proactive approach to identify opportunities and make connections (E)</li> <li>Ability to work on own initiative and to meet deadlines (E)</li> <li>Ability to problem solve and find creative solutions (E)</li> <li>Attention to detail and to seek the highest standards (E)</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> <li>Interview</li> </ul>

### Requirements of this role are:

- Two Professional references
- Participation in all staff training & meetings
- Adhere to all of Cancer Card guidance, policies and procedures

### How to apply

You can apply by submitting a covering letter and CV to: [i.pirrie@cancercard.org.uk](mailto:i.pirrie@cancercard.org.uk) by 11:59pm on 25 November 2022.

Interviews will take place week commencing 05 December 2022 in Edinburgh.