



## Operations Manager

### Job description

**Responsible to:** Chief Executive

**Job purpose:** To enable delivery of high quality and effective services in accordance with Play Midlothian's objectives, which ultimately enable children to thrive through play

**Line manages:** Team Leader(s), Development Officer(s) and Admin Assistant(s)

### **Key job outcomes:**

- 1. Play Midlothian's services achieve planned outputs and outcomes, and Play Midlothian can robustly evidence this is the case.** Accountable for quality of services, and quality assessment and improvement. Accountable for ensuring effective impact measurement is in place, and for writing strong evaluation reports, to meet internal and external stakeholder requirements. Links operational decisions to approved strategy.
- 2. Play Midlothian's services are safe and nurturing.** Fulfils the roles of safeguarding officer and health and safety officer, and is accountable for all operational risk management. Recognises that children can benefit from risky play, and ensures this is appropriately managed.
- 3. Play Midlothian's services have the resources they need and are cost-effective for what they achieve.** Leads on operational recruitment. Accountable for service budget management and for supplying service budgets for fundraising targets. Leads on ensuring quality is coupled with value for money, and improves sustainability.
- 4. Play Midlothian's services are well-attended and well-designed to meet the needs of service users.** Accountable for local service marketing and referrals and pathways for service users. Accountable for correct handling of complaints. Leads on ensuring the voices of service users, particularly children, are central to our objectives.
- 5. New services are created to meet different needs.** Incubates pilot projects and is accountable for learning and development processes to lead to effective rollout. Proposes new services, collaborating with internal and external stakeholders on need and design, and leads on community consultations. Links service development to strategic plans.
- 6. The operational team has the support and tools they need to deliver great services.** Accountable for ensuring the team understands policies and procedures. Accountable for SOPs (other than finance, data protection and fundraising) and overarching systems to support delivery. Leads on grievances and disciplinaries for operational staff. Enables learning and innovation in the team. Provides exemplary support, both formally and informally.

**Other responsibilities:**

- Accountable for writing and maintaining own work-plan.
- Coordination of high profile operational events such as our conference and Playday.
- Any other duties relevant to the responsibilities of the post and which may be delegated by Play Midlothian management.