

## **Job Description**

<b>Job Title</b>	Operations Manager
<b>Reporting to</b>	Gorebridge Community Development Trust Board (GCDT).
<b>Job Purpose</b>	To manage and develop day to day operations of GCDT Community Hub (The Beacon).
<b>Salary</b>	£30,000 per annum FTE
<b>Hours of Work</b>	35 hours per week (plus 1 hour unpaid break daily) 5 days per week on a rota basis covering some evenings and/or weekends.
<b>Location</b>	The Beacon Hub, Gorebridge.

### **Background**

The Beacon is a community project of Gorebridge Community Development Trust (registered charity SC036141). It is a multi-purpose community hub which has a cafe and community space in the form of a large hall which can be divided into three separate areas. It also has leased spaces of varying sizes and purposes, including offices and a nursery.

### **Our Values, Mission and Vision**

Underpinning all our work are our values of inclusion, people first, community and collaboration. Our vision is for a Gorebridge that builds on a rich and proud heritage to create a dynamic and creative community where all are welcomed, valued, supported and respected.

Our community will be resilient and sustainable where all can have a bright future. We undertake many community led projects to develop the economic, social and cultural sustainability of our community by harnessing the quality of our collective resources, people and unique heritage to build a strong resilient future.

### **Job Purpose**

The post holder will be fully responsible for efficient running and development of operations, staffing and facilities management of the Beacon.

## **Key Responsibilities**

### **People management**

- Manage and supervise all Beacon staff, including the cafe and facilities staff, complete staff rota ensuring adequate cover and operate performance and development reviews.
- Co-ordination, recruitment, engagement and training of volunteer workers.
- Lead on the recruitment and onboarding process of all staff.
- Manage the HR function for the charity ensuring compliant recording.

### **Financial**

- Collaborate with Finance Officer on implementation and management of stock control and procurement processes.
- Liaise and collaborate with the GCDT Management Team on funding requirements, financial and social objectives making sure that all targets are met within required timescales.
- Liaise and collaborate with the GCDT Management Team to create and monitor project budgets.

### **Facilities Management and Health and Safety**

- Oversee facilities management, ensuring all required building repairs, maintenance and cleaning are undertaken as and when required.
- Manage all tenancies held with the trust.
- Manage all venue bookings.
- Ensure all Health & Safety, Food Standards, risk assessment and staff training requirements are fully met.
- Overall responsibility for GCDT Health and safety policy review and implementation.

### **Communication and events**

- Undertake effective communications, social media and marketing to achieve optimal occupation of rental space, promoting all aspects of the Beacon operations including Community Cafe.
- Organise safe, relevant and enjoyable community events at the Beacon.

### **Key Relationships**

- Staff, trustees and volunteers.
- Suppliers, consultants and tenants.
- Collaborative working with other local and national voluntary sector organisations.

The key responsibilities in this role are not exhaustive and the job description may be subject to change over time, following discussion with the job holder.

### **Person Specification**

The successful applicant will require initiative, energy and a joy in building relationships. A combination of flexibility, enthusiasm, innovation and sound organisational skills is essential.

### **Essential Experience**

- Staff management
- Marketing & Events Management

### **Desirable Experience**

- Facilities management.
- Volunteer recruitment and co-ordination.
- Customer Care.
- Proven leadership skills and ability to work on own initiative without supervision.
- Proven interpersonal skills - able to develop and maintain positive relationships, enjoy meeting and working with people at all levels and from diverse walks of life.
- Health and Safety fulfilment.

**Skills required**

- Excellent organisational, management and communication skills.
- IT skills - good understanding of Microsoft office package and the ability to learn new packages.
- Financial - stock control and budgeting.

**Personal qualities and values**

- Have a personal commitment to ensure fairness, equality and diversity in practice.
- Ability to support, mentor and lead a team of staff and volunteers.
- Ability to be flexible where required and remain calm under pressure.
- Drive and vision to see task through to completion.



G.C.D.T is a disability confident committed employer - We will interview all applicants with a disability who meet the minimum essential criteria for a job vacancy and consider them on their abilities - should they disclose their disability to us.