

OPERATIONS MANAGER

THE JOB DESCRIPTION AND PERSON SPECIFICATION

This job description describes the practical purpose and main elements of the job. It is a guide to the nature and main duties of the job as they are proposed, but is not intended as a wholly comprehensive or permanent schedule of tasks which are still to be finalised as part of an ongoing-review

1. JOB DETAILS

Job Title: **OPERATIONS MANAGER**

Business Area: Service Delivery

Reports to: Deputy CEO

Salary: Circa £30,000 plus pension and Death in Service Scheme membership after 6 months

Hours of work: 35 hours (with the possibility of occasional evening and weekend work) and will be required to participate in an on call rota

2. OVERALL PURPOSE OF THE JOB

To be responsible for the Management of staff, and the co-ordination of physical resources necessary to deliver services

3. PRINCIPAL RESPONSIBILITIES

1. To assist the Deputy CEO and CEO to fulfil all service and legal commitments.
2. To Manage and direct staff of multiple disciplines.
3. To identify ongoing training needs and support for all team members
4. To ensure the effective maintenance and delivery of support services .

4 JOB CHALLENGES AND PROBLEM SOLVING

In order to meet constantly changing demands on our services, the post is diverse, and the pace can be fast moving, As such the post holder will be expected to demonstrate a commitment to ensuring the job is seen through to completion by all colleagues by applying hands on solutions to problems where necessary.

The post holder must

- Demonstrate a flexible approach towards performing allocated duties.
- Be able to work unsupervised and on own initiative.
- Be able to work to tight timescales/deadlines

5 Key Responsibilities

There are a number of key responsibilities the Operations Manager will assume.

Oversight

To oversee the co-ordination of staff and other resources to ensure that service commitments are met.

Operational Responsibilities

The Operations Manager will work with the Deputy CEO and CEO to ensure the day to day delivery of all services are carried out efficiently and effectively in accordance with all legislation affecting Charity, Company and Road Transport Laws, while focusing on customer satisfaction.

Staffing Responsibilities

Acting as the first line Manager, the Operations Manager will assist the Deputy CEO and CEO to line manage, direct and support a team of multi-disciplined staff

Development

The Operations Manager will be instrumental in working with the Deputy CEO and the Board of Trustees to ensure the viability of the charity and it's future activities.

6. ADDITIONAL COMMENTS

Every job description in the organisation may be subject to a review either: on an annual basis at the time of the annual appraisal meeting, or;

1. as a result of a change in strategic direction, or
2. as a result of a team/ operational requirements, or
3. as a result of agreed performance appraisal needs and objectives, or within six months of appointment

These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be reasonably expected to undertake.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<p>It's expected that the candidate must be able to demonstrate past or current educational attainment.</p> <p>The nature of the post is diverse, and as such, the post holder will be expected to demonstrate a capacity for learning the wide range of topics that are attached to it, as well as applying hands on solutions to problems.</p> <p>Will require to undertake PVG Clearance</p>	<p>Relevant qualification in operations management and customer service</p> <p>Must possess D1 Minibus Licence (or cat B car licence and willing to undertake training)</p>
SKILLS AND EXPERIENCE	<p>The Post holder must possess;</p> <p>Demonstrable ability to work effectively as a team member and Manager</p> <p>Demonstrable ability to communicate information in a clear and concise manner in different formats</p> <p>Recent experience of working in an Operations and service delivery environment and working with stakeholders to provide a high level of customer satisfaction</p> <p>Excellent organisational skills with ability to problem solve while managing and prioritising diverse workloads and meeting strict deadlines while maintaining attention to detail and accuracy</p>	<p>Experience of working in a passenger transport or logistics environment</p> <p>Clerical/admin experience</p> <p>Knowledge of vehicle and driving legislation</p> <p>Awareness of the use of Social Media</p> <p>Experienced in the use of working with vehicle routing, scheduling and vehicle maintenance software packages</p> <p>Knowledge of Health and Safety regulations and requirements</p> <p>An understanding of the ethos of the third sector</p>

	<p>Demonstrable competence in computer literacy and awareness including the of using MS office, including Word, Excel, and Outlook</p> <p>Ability to deal with information of a confidential nature</p> <p>Excellent written and communication skills</p>	Experience of conducting investigative interviews and preparing casework for disciplinary and grievance meetings
OTHER ATTRIBUTES	<p>Must be flexible and adaptable commitment to the needs of a customer focussed and demand led service</p>	