

CACE Operations Manager Application Pack



About CACE

CACE is a trusted community resource which has been operating in the Cumbernauld and Northern Corridor areas for over 30 years. We work to prevent loneliness and isolation, supporting older people and their carers to live well in the community on their own terms. We do this through a programme of activities, groups, and outings, door-to-door community transport, and a well-established befriending programme.

Our vision

Our vision is to live in a community where older people are valued and supported to enjoy a good quality of life and live as independently as possible at home.

Our aims

- To enable older people to have independence and wellbeing through a choice of social and community opportunities and support services helping them to make the best of later life.
- To help older people, their families, and carers to be well informed and supported, so they can make healthy and informed choices and retain control over their own lives for longer.
- To involve and include older people in all that we do. This includes the design, development and delivery of our services and their own care.
- To provide respite opportunities to carers of older people.
- To provide a Volunteer and Befriending service to provide volunteers to support us to run our groups and activities, and to provide Befrienders to older people who are unable to attend outside events.

About the role

We are looking for someone meticulous, versatile and values-led to join us as Operations Manager. This role encompasses all aspects of charity management and is an exciting opportunity to help shape and deliver our strategy. The post may suit someone looking to expand their skillset and step into their first senior role, or someone already experienced, perhaps from another sector but with transferrable expertise that they'd like to bring to a small charity.

Working to support our CEO across all aspects of running the charity, the Operations Manager will have delegated responsibility for a range of key business areas, including finance, HR, governance, fundraising, and evaluation. The post requires significant adaptability but offers the right person a fulfilling and varied role that will include people management, coordinating co-design projects, securing major funding, developing new internal processes and contributing to strategic financial decisions. Although the postholder will have the opportunity to shape and develop the role, the initial focus areas will be finance and fundraising. As such, a good understanding of charity finances is essential, as is the ability to understand a potential funder's requirements and write a compelling case for the work we do.

We are a charity run by a small team of dedicated individuals who work with the expectation that they will often have to step outside of their main role to support their colleagues and our service users.

This applies to staff at all levels, including senior leadership, so you should only apply for this role if you are happy to get involved in all aspects of our day-to-day work.

Employment Details

Salary : £35,000 per annum (pro rata)

Hours: 21hrs per week (0.6 full time equivalent), usually worked over 3 weekdays, with occasional evening and weekend working required. Additional hours may be available dependent on funding and the needs of the business.

Duration: 1-year fixed term contract with possibility of extension.

Benefits: Pension; 28 days holiday plus 9 public holidays (pro-rata).

Location: Primarily office-based with attendance at external meetings and events. Occasional home-working may be available for specific pieces of work by prior agreement, but due to the size of our team and nature of our work, no roles at CACE are compatible with substantial home-working.

Reporting to: CEO

Responsible for: The postholder will work with the CEO to ensure all staff and volunteers have access to support and supervision.

Key Activities

Finance

- Work with the CEO, Business Lead, and other team members to keep the organisation to budget.
- Manage the organisation's day-to-day finances with the support of the Business Lead and CEO.
- Deliver accurate monthly, quarterly, and annual financial reporting timeously for the CEO, Board and funders as required.
- Work alongside the Business Lead and accountants to prepare an accurate and rigorous annual report.
- Provide budgets as required by the CEO in a timeous and accessible manner.
- Oversee value for money, contracts, and tendering processes.
- Provide accurate assessment of organisational resources to establish delivery capabilities.
- Oversee payroll, pension and HMRC administration.

Contracts and Infrastructure

- Work with the Business Lead to oversee all aspects of health and safety management across the organisation.
- Manage all contracts and leases, including office and support delivery infrastructure.

HR

- Organisational development, to include the development of a best-fit values-based People strategy and aligned processes within the organisation.
- Manage and continually refine all internal HR processes, with support from external HR partner where appropriate.
- Ensure compliance and best practice with equality and diversity legislation across the organisation.
- Support the CEO in all aspects of team management, including oversight of supervisions and appraisals.
- Writing, review and renewal of HR policies and contracts.

- Delivery or commissioning training on key HR issues, e.g. equality and diversity, grievance, whistleblowing, investigation skills etc.
- Work with the CEO and Engagement & Development Lead to undertake regular skills audits.
- Work with the CEO and Engagement & Development Lead to develop individual training plans.
- Oversee the induction of all staff.
- Manage internal relationships tactfully to ensure optimal team delivery.

Governance

- Support the CEO and Board to ensure the organisation meets its legal and regulatory obligations.
- Provide informed support and advice on governance, finance and HR to the Board and CEO.
- Prepare Board reports as requested.
- Risk register management.
- Programme Board development with the CEO and Board members, including the induction of new Directors.

Fundraising and Business Development

- Identify opportunities to develop services and diversify income.
- Prepare tender responses and grant applications, working with external advisors where appropriate.
- Identify opportunities for community engagement.
- Support all fundraising activities.
- Coordinate and support running of events promoting the organisation.
- Coordinate and contribute to traditional and social media marketing campaigns.

Evaluation and Reporting

- Responsible for reporting to funders and other stakeholders
- Establish a co-designed evaluation framework for the organisation.
- Developing other reporting metrics as needed to monitor delivery and increase accountability.
- Ensure that monitoring and evaluation leads to learning and continual improvement.

Strategy

- Work with the CEO, Board and key stakeholders to develop and deliver all aspects of organisational strategy.
- Foster relationships with key stakeholders and colleagues that will facilitate delivery of strategic objectives.

Any other duties as may be reasonably required as part of the operation of the charity. This job description is a broad picture of the post, not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively to changing business needs.

PERSON SPECIFICATION

Required skills & experience	Essential	Preferred
Education/qualifications		
CIPD Level 5 or above, or equivalent		X
Professional experience		
Project management experience with a proven track record of delivery from design through to evaluation	X	
Demonstrable experience of developing the ideas of others into solutions	X	
Experience of successfully delivering people-led transformational change projects	X	
A proven track record of delivering improvements to organisational systems and processes	X	
Proven track record of securing and retaining buy-in from key stakeholders at all levels	X	
Experience of working at a strategic level		X
Experience of people management	X	
Experience of leading a team		X
Practical experience of HR generalist work	X	
Practical experience of Strategic HR work		X
In-depth practical knowledge of charity accounts	X	
Experience of managing budgets	X	
Experience of bid writing and responding to tenders	X	
Practical experience of working with a charity board	X	
Knowledge of charity governance		X
Experience of a variety of evaluation methods, including the use of outcomes	X	
Experience of data collection and analysis (quantitative and qualitative)		X
Experience of working with people who provide and access social care services		X
Experience of person-centred practices		X

	Essential	Preferred
Experience of codesign and coproduction approaches in the health and/or social care sectors		X
Functional Skills and Knowledge		
Highly competent IT user; quickly able to assimilate new tech skills	X	
Expert user of Excel, Google Sheets/similar	X	
Experience of managing charity accounts using accounting software	X	
Experience of managing accounts in Xero		X
Experience of using social media		X
Ability to prioritise, plan and deliver on key work activities within an agreed budget and timescale	X	
Exceptional communication, engagement and relationship building capability with a strong focus on the needs and interests of the people we support	X	
Strong listening and critical reasoning skills with the ability to synthesise information from a range of sources	X	
Ability to provide a compelling strategic narrative and communicate concepts and ideas in a consistent, inclusive and persuasive way	X	
Ability to work under pressure with competing priorities whilst maintaining strong attention to detail	X	
In-depth knowledge of the social care sector in Scotland	X	
In-depth knowledge of the voluntary sector in Scotland	X	
Key attributes		
Excellent relationship management skills with the ability to quickly establish credibility and build sound relationships and trust	X	
A motivational, collaborative leadership style that engenders a culture in which people feel trusted to deliver the charity's work and can thrive	X	
A drive to actively seek diverse viewpoints and other ways of doing things	X	
Proactive in identifying and acting on opportunities to innovate and develop	X	
A sensitive and nuanced approach to working with complex groups	X	
A creative approach to problem solving	X	

	Essential	Preferred
Resilience and integrity at all times evidencing adaptability to unexpected change, and the commitment to see things through	X	
Strong values consistent with those of the charity and the Scottish social care sector	X	
A commitment to putting people at the heart of designing the services they use	X	

This post is not currently subject to SSSC registration requirements.

If you believe you meet most of the essential criteria, but a small number would be development areas for you, please contact us to discuss where the gaps are and whether you should proceed with an application.

To apply please complete the application form and equal opportunities form and return them as separate files to info@careatcace.com. To arrange an informal discussion about the role, please call 01236 451 393 or email info@careatcace.com.

This role is subject to a PVG Scheme check.