**Job Profile**

**Job Title** **Operations Manager**

**Salary From £31,413.20 (FTE) (salary pro rata) -** *£17.26 per hour*

**Duration Permanent**

**Hours of Work** **Part-time. 22 hours per week. Hours of work will be set and agreed with the successful candidate upon appointment. It is preferable that the successful candidate work 22 hours over a minimum of 4 days per week.**

**Location The Doocot, Perth (hybrid working both office and home-based)**

**Reports to** **The** **Chairperson (see structure chart attached)**

**JOB OVERVIEW**:

The Operations Manager reports to the Chairperson and is responsible for the day-to-day operation and management of the Association. The post-holder will work alongside the Fundraising & Partnership Manager to form a management team reporting to the Chairperson and will liaise, where appropriate, with the Trustees.

Knowledge of the third sector or public sector, along with experience of collaborating with communities and the ability to deliver operational plans with limited resources is essential.

The job holder will have overall responsibility for formulating, delivering, and monitoring an annual operational plan, complementary to the Association 5-year strategy. It is important that the job holder takes a hands-on approach to translating the priorities of the Association into practical deliverables and activities – communicating and motivating a small team of dedicated staff when doing so.

To successfully deliver the priorities of the Association, the job holder should have experience of team management, an understanding of budget management and the ability to set and monitor targets. Some knowledge of procurement and fundraising processes will also be helpful. The Operational Manager will also act, on occasion, as an ambassador for the Association working with a range of external partners to promote programmes and the achievements of the team.

**KEY ACCOUNTABILITIES**:

1. Development and delivery of an annual operational plan.
2. Monitoring, evaluating, and reporting operational performance and targets
3. Day-to-day management of development, financial, administrative and marketing functions
4. Leadership and development of employees
5. External promotion and partnership working

**KEY TASKS**

The specific roles for this position include, but are not limited to the following:

**Development and delivery of an annual operational plan**

* Working alongside the Chairperson and Fundraising & Partnership Manager, plan annual activities, commitments and priorities creating an operational plan with clear objectives and KPIs.
* Working alongside the Chairperson and Treasurer, create an annual budget plan and set up systems to ensure that spend, both operational and capital, is monitored and spent in line with good procurement practices and in accordance with grant funding conditions.
* Facilitate discussions with the Development Managers and the Development team to ensure that all programmes are fully planned and costed, and activity delivered reflects the commitments outlined in the annual operational plan.
* Work alongside the Fundraising & Partnership Manager, contribute to fundraising target discussions and agree priorities in alignment with the operational plan.
* Work with staff in each functional area to ensure that all processes, policies, and systems are up-to-date, and in line with legislation and grant/funding criteria to achieve the highest standards of regulatory and sector compliance.

**Monitoring, evaluating, and reporting operational performance and targets**

* Using annual objectives and KPIs agreed by the Board of Trustees, set up systems and processes to monitor progress against targets, reporting performance to the Board of Trustees as agreed.
* Provide clear goals to all staff aligned to the delivery of the annual operational plan, monitoring progress, and collaborating with staff to ensure goals are achieved.
* Agree with the Chairperson a clear reporting schedule, collaborating with the team to gather data, evaluate performance and report outcomes for both internal and external use.

**Day-to-day management of development, bookkeeping/administrative and marketing functions**

* Lead and coordinate the activities across all functional areas to ensure effective and efficient delivery of operational goals and priorities, ensuring staff understanding their remit and the remit of others.
* Create a clear and inclusive culture within the team to build trust, rapport and respect amongst team members thereby supporting a high performing team ethos.
* Work closely with staff on a day-to-day basis to answer queries, help create solutions and agree practical steps to support the effective and efficient operation of the team.
* Work with staff to ensure processes and policies are updated and understood across the team.

**Leadership and development of employees**

* Devote appropriate time to the development, training and coaching of staff.
* Conduct annual goal setting and review meetings as appropriate, identifying and acting upon any development or performance improvement needs.
* Lead and facilitate staff meetings as appropriate.

**External promotion and partnership working**

* Work with marketing staff to agree a marketing, content and promotions plan that will extend the reach of development programmes and promote the work of the Association.
* Meet with external stakeholders and partners, when appropriate and as agreed by the Chairperson, to promote and communicate the work of the Association.

This is not a prescriptive list of responsibilities. The Chairperson may ask the job holder to take on other duties to maintain a flexible and responsive approach to changing circumstances.

**Technical experience and qualifications**

* Proven, strong, and recent, background in operational management/leadership within the third sector and/or public sector environment, preferably with a background in community/youth development.
* Recent experience of performance monitoring and working towards targets demonstrating successful strategies.
* Recent experience of managing a budget effectively and appropriately.
* Experience of human resource management and day-to-day people management and development to a very high standard.
* A good understanding of procurement processes and spend management.
* Basic knowledge of fundraising and partnership working.

**CORE COMPETENCIES**

**Leadership:** Uses appropriate interpersonal styles and methods to support individual staff/volunteers towards specific goals. Participating fully as a leader, demonstrating commitment, sensitivity, honesty, integrity, and motivation to achieve Association objectives and targets.

**Planning:**  Establishes an appropriate course of action for oneself and or others to accomplish specific goals and operates within deadlines while managing their time as efficiently as possible.

**Motivation**: Focuses energy to make things happen with positive results. A solution focussed approach is essential.

**Judgement**: Makes decisions, analyses data, generates new ideas and is able to determine priorities.

**Flexibility**: Demonstrates the ability to adapt to all situations and to achieve tasks quickly and efficiently and within the set deadlines. Understands and responds to change in the company.

**Communication:** Demonstrates clear, two-way communications at all levels. Respects the views of others.

**Teamwork:** Works with and helps others to achieve common standards. Proven relationship management skills.

**Initiative:** Generates ideas and takes action to solve problems.

**Structure Chart**