



JOB DESCRIPTION: OPERATIONS MANAGER (SEAMAN'S HALL) (P/T)

Salary: £30,776 to £34,853 (pro rata)

Hours: 28 per week (0.8 FTE)

Contract: Permanent

Location: Green Hive Community Hub, Seaman's Victoria Hall, Nairn

Reports to: Chief Executive

Accountable to: Board of Directors

Purpose of role: The Operations Manager (Seaman's Hall) will be responsible for the supervision and day-to-day management of facilities, systems, equipment, materials and service-users at the Green Hive Community Hub, facilitating and overseeing a public programme of activities, events and projects that provide opportunities for local volunteers and the general public, while developing enterprise potential and generating revenue for Green Hive and its charitable objectives.

Main duties and responsibilities:

- To lead on the management, maintenance and development of Seaman's Hall, its systems and processes in line with Green Hive policies and procedures, and in compliance with current statutory regulations and recognised best-practice standards - especially in relation to access, environmental controls, health and safety, risk management, etc., including day-to-day working conditions and duty of care responsibilities for staff, volunteers, contractors and visitors.
- To facilitate and work with the Enterprise Officer (Events & Activities) and other staff colleagues on the planning, coordination and delivery of productive and fulfilling programmes of activities, events and projects for volunteers, the local community and the wider public at Seaman's Hall.

- To work with the Volunteering Officer on the recruitment, induction and ongoing support of suitable volunteers for Green Hive activities at Seaman's Hall.
- To work with the Chief Executive and the Volunteering Officer on the development of organisational strategies for skills and employability training, work experience opportunities, internships, paid apprenticeships, etc., implementing schemes that help to grow capacity at Green Hive, while contributing to its reputational standing and the social impact of its activities.
- To work with the Board of Directors, the Chief Executive, the Enterprise Officer (Marketing & Sales), the Administrative Officer and other staff and volunteers on building a clear understanding of Green Hive's current and future priorities, organisational needs and capacities, contributing to sustainable development and growth through the production and sale of goods and services at Seaman's Hall.
- To work with the Board of Directors, the Chief Executive and staff colleagues on the formulation of annual budgets, the generation of quarterly management accounts and longer-term organisational business planning, setting and agreeing production and sales targets for Seaman's Hall in line with Green Hive's developing revenue requirements.
- To work with the Chief Executive, the Business Development Manager, the Operations Manager (Workshop) and the Administrative Officer on implementation of consistent procedures for the processing and accounting of orders for Green Hive goods and services, as well as the purchasing of goods and services by Green Hive staff.
- To work with the Chief Executive, the Business Development Manager and the Enterprise Officer (Marketing & Sales) on the building of relationships with potential collaborators, clients, customers and other stakeholders, generating opportunities for volunteers while fulfilling Green Hive's charitable objectives - including commercial orders for Green Hive products and services.
- To work with the Chief Executive, the Business Development Manager and the Enterprise Officer (Marketing & Sales) on the establishment of marketable 'points-of-sale' for Green Hive products and services at Seaman's Hall - including through the Green Hive website, its social media platforms, other internet trading routes and externally at public events.

- To work with the Chief Executive, the Business Development Manager and the Enterprise Officer (Marketing & Sales) on the development and marketing of new and exciting Green Hive products and services.
- To line manage the Enterprise Officer (Fabrics).
- To work alongside the Business Development Manager and Operations Manager (Workshop) in deputising for the Chief Executive when the Chief Executive is away or unavailable.
- To fulfil any other duties as may reasonably be required from time to time according to the needs of the organisation.