



# **Operations Manager Recruitment Pack**

January 2026



**[www.communitycompany.co.uk](http://www.communitycompany.co.uk)**

# What do we do?

Thank you for your interest in a position with the Fort Augustus and Glenmoriston Community Company. We hope that having read this synopsis you will be interested in applying to join us.

The organisation was formed in 2007 by the Community Council as the approved body to receive & distribute community benefit to the Fort Augustus & Glenmoriston Community Council area, as mandated by the community. We are a membership body, a registered charity and a company limited by guarantee.

We have an income from 3 windfarms and a hydro scheme. These contribute to an income of around £750k per annum. From this we run the organisation, offer grants and have the ability to tackle larger projects. Our accounts can be found on our website [www.communitycompany.co.uk](http://www.communitycompany.co.uk) We supplement this income by seeking additional grant funding from other sources for our larger projects.

In the first few years of operation our work was limited to grant funding for local community groups. This remains a core part of our work. However, over the years we have expanded this, as opportunities arise, to undertake bigger projects which reflect the community wishes, as identified in the Community Action Plan. <https://www.fortaugustus-glenmoriston-cc.co.uk/Local-Place-Plan.html>

Our services and assets now include:

- Grant funding for community benefit . £353K last year alone.
- Ownership and management of the Fort Augustus Village Hall
- Support for businesses employing an apprentice. £560K to date.
- Community Caretakers under a collaboration arrangement with The Highland Council
- 15 homes for affordable rent to local people. 12 of these were built specifically for us.
- Ownership and re-build of the Medical Centre which is rented to the NHS for provision of the local GP service
- Ownership, management and development of the Old Convent Land as a place of recreation for the community
- Ownership and management of Tarff Trading , a shop supporting the needs of the community

Our ongoing community asset transfer projects are:

- Acquisition and redevelopment of 3 more homes for affordable rent
- Acquisition and redevelopment of the Memorial Hall in Fort Augustus

# Who are the Team

Our activities are wide ranging and as a result we have a team with a variety to skills and roles. These are:

**Directors** – A volunteer Board made up of 12 members of the local community

**Community Caretakers** – Team of up to 7, seasonally. The Caretakers are responsible for a wide-ranging list of tasks for maintenance of the villages. They operate under a service level agreement with The Highland Council. They pick up litter, cut grass, look after the graveyards and do loads of maintenance tasks to keep the area safe and tidy.

**Tarff Trading** – Team of 4. We purchased the shop 3 years ago to meet the needs of the community. It is run as a wholly owned trading subsidiary of the Community Company. It is an essential and eclectic store with a range which includes hardware, gardening, fuels, electrical, plumbing and essential food supplies. We even have a book swap!

**Facilities Officer** -Responsible for maintenance of all the assets owned by the company. This includes the Village Hall, 15 houses, Medical Centre and Tarff Trading building. He also manages any smaller scale renovation projects as needed.

**Office team** – Team of 4. This team includes:- Operations Manager, Operations Supervisor, Administrator and Bookkeeper. Responsibilities for this small team cover all aspects of the operational work of the organisation, including the grant funding and new projects as they arise.

## Why are we recruiting?

Over the past few years the organisation has been run by the Operations Manager supported by a Finance Manager. However, with the retirement of the Finance Manager and planned retirement in 2027 of the Operations Manager, the Directors felt it was time to take a fresh look at the structure, to reflect the changing needs of the community. The Community Action Plan and Local Place Plan ,which was completed in late 2024, have highlighted the need for an additional resource to focus on strategic thinking and help this community to thrive and grow.

We are looking for an experienced and organised Operations Manager to support the new Chief Officer in leading the organisation through the changes that are ahead of us, and to help the team to meet the needs of the people they serve.

We really hope you will consider joining us to keep the momentum going and forge a positive future for Fort Augustus and Glenmoriston.

# Working for the Community Company

## Our place of work

Our office is based in Fort Augustus at the back of the Village Hall. This is where all the office-based staff work from. In addition to this we have team members who work around and about the area, as well as the team at Tarff Trading in Fort Augustus.

There is some flexibility around working hours and days. As a community led organisation evening and occasional weekend work is required from time to time.

Occasional home working is also possible but will not be the norm.

## Benefits

We aim to provide our team with the best package that we are able to and this includes:

- Working week of 37.5 hours, with flexi time
- 35 Days annual leave, including public holidays
- Employer Pension Contribution of 5%
- Flexibility to accommodate caring responsibilities as far as possible and reasonable
- Access to training and development



Our Community Caretaker Team

- we don't all have to wear the orange!

# About this role

| Job Title     | Operations Manager  |
|---------------|---|
| Hours         | 37.5 hours a week<br>(applications for 30 hours per week would be considered) |
| Salary        | £40,000 – £42,000 (FTE) per annum subject to experience                       |
| Line Manager  | Chief Officer   |
| Contract type | Permanent   |
| Location      | Fort Augustus   |

## Purpose:

To manage the operational work of the Fort Augustus and Glenmoriston Community Company, including the wholly owned trading subsidiary Tarff Trading. The Community Company is a membership body, a registered charity and a company limited by guarantee. It distributes community benefit funds for the residents of this Community Council area of the same name. This is done through a mixture of grant giving and management of assets and schemes that the Community Company undertakes.

## Responsibilities:

- Provide line management and support of the operational team (up to 13 seasonally). This includes the Community Caretakers, Tarff Trading, our buildings and homes, responsibilities as a landlord, grant giving and project work.
- Build and maintain strong, positive relationships within the team and external community groups.
- Work with local organisations and individuals in encouraging and promoting applications for our grant funding.
- Promoting the work of the organisation
- Work with the Chief Officer to ensure compliance with relevant legislation and best practice, including but not limited to charity regulations, employment law, safeguarding, health & safety legislation, landlord legislation and GDPR
- Work collaboratively to support the Chief Officer and local organisations to deliver the Community Action Plan
- Undertaking ad hoc project work as required.
- Managing the operational work within the budgets set.
- HR responsibility for the team including documentation.



# About you

## Qualifications and Training

- Full UK driving licence and access to a car for work purposes

## Experience

- Of people leadership, ideally within the third sector, and a robust understanding of employment experiences and practices.
- Of working with communities and local groups.
- Of budgetary management.
- In leading a team in continuous review and adaptation of services and processes.

## Knowledge, skills and abilities

- Knowledge of the third sector, ideally within the highlands and/or rural area.
- Ability to manage large amounts of detail whilst maintaining the bigger picture. Ability to multi-task is essential in this role.
- Ability to lead and inspire others, both with direct line responsibility and without.
- Excellent communication and IT skills. Able to make use of appropriate communication and presentation tools with the ability to adapt for different audiences.
- A team player who is prepared to get their hands dirty.
- Experience in leading change within an organisational setting.
- Excellent administrative skills.
- Ability to problem solve and think creatively.

This is very much a hands-on role requiring you to both lead the team and be involved in the doing. This could be helping with stocktake, issuing tenancy agreements or meeting with grant applicants.

The post holder will be required to work flexibly, with some work being required outside normal working hours to accommodate the needs of the work, the volunteer directors and the wider community.

# How to apply

## Questions?

Applicants interested in learning more or who wish to discuss the role can email [operations@communitycompany.co.uk](mailto:operations@communitycompany.co.uk), please state the role that you are interested in. The current Operations Manager, Karen Edwards, will be available to discuss the position. Upon request a representative from the Board of Directors will be happy to discuss any aspect of the application process or any other questions you may have.

## Dates

Key dates for individuals thinking of applying are below, please note both the dates and times:

- Applications close at 10am on Thursday the 26<sup>th</sup> February 2026
- Interviews planned for the week commencing 9<sup>th</sup> March 2026. These will take place in Fort Augustus or Invermoriston.
- Shortlisted candidates may be invited for a 2<sup>nd</sup> interview in the week commencing 16<sup>th</sup> March.
- All candidates will be informed of the outcome no later than 23<sup>rd</sup> March 2026

## How to apply

Applications must be sent to [operations@communitycompany.co.uk](mailto:operations@communitycompany.co.uk) on or before the closing date. Applications should clearly state the role for which they wish to apply, applications must be in MS Word format and include the following:

- A CV of no more than 4 pages that outlines employment history training and professional qualifications, volunteering history and two referees
- A statement that must be set out in a STAR format, see advice below, one for each of the following:
  - A time you have had to deal with a challenging situation involving people you have worked with
  - A time where you have had to explain to an external party that you are unable to support them as they wish
  - A time when you have been responsible for reviewing and changing a process
- A statement that outlines your suitability against the personal specification, not exceeding 400 words

In your submission email please confirm the application is your own work, citing where appropriate any use of AI. This post is subject to a PVG check, applicants unable to complete this check will not be eligible for the role.

## The interview process

Applicants invited to interview will be asked to provide an input for that session, to last no more than 5 minutes, in which you should outline what you feel you will bring to the role. Following this Catriona Watson (Chair), Patrick Ungless (Vice-chair), and Karen Edwards (Operations Manager) will undertake a question and answer session. You will be able to ask them questions as part of the process. We expect the interview to last around 45 minutes to an hour.

## Equality and diversity

The Fort Augustus and Glenmoriston Community Company is an equal opportunities employer. We are committed to creating a diverse, inclusive and welcoming environment for all. We value the unique perspectives, backgrounds, and contributions of every team member and encourage applications from all sections of the community. We are happy to discuss adjustments or support for the application and interview process – please let us know how we can help.

All information provided will be treated in strict confidence, and we adhere to the highest standards of data protection and privacy in our recruitment processes.

We wish you the best of luck with your application and thank you for your interest in joining our team.





# Guidance on the STAR method

The STAR method is a structured approach to answering behavioural interview questions or written scenarios in job applications. STAR stands for Situation, Task, Action and Result. Using this method helps you to present your experiences clearly and concisely, demonstrating our skills and suitability for the role.

## How to use the STAR method

- **Situation:** Describe the context within which you performed a task or faced a challenge in any relevant setting.
- **Task:** explain the actual task or problem you were responsible for handling.
- **Action:** Detail the specific steps you took to address the task or challenge. Focus on your personal contribution, even if you worked within a team.
- **Result:** Share the outcome of your actions. Whenever possible, quantify your success or describe what you learned.

| STAR Element | Example  |
|--------------|--|
| Situation    | While working as a project assistant at my previous company, our team faced a disagreement about the direction of a key project.   |
| Task         | As the project assistant, I was responsible for facilitating team meetings and ensuring that we stayed on track to meet our deadlines.   |
| Action       | I organised a meeting where each team member could express their viewpoint. I actively listened, summarised the main concerns and encouraged the team to focus on shared objectives. I suggested a compromise based on common ground identified during the discussion. |
| Result       | The team agreed on a revised project plan, and we completed the project ahead of schedule. Team morale improved, and our success was recognised by management.   |