

Care and Share Companionship Operations Manager



Full-time (37.5 working hours per week, Monday – Friday)

£36,000.00 per annum

Employer pension contribution

25 days' annual leave plus nine Scottish public holidays

Supportive working environment with opportunities for professional development

Based at FVA's New Volunteer House, 16 East Fergus Place, Kirkcaldy, Fife. There is the possibility for flexible working arrangements, including some homeworking.

Care and Share Companionship (CSC) is a highly-regarded befriending charity that provides support and companionship for people over the age of 60 that are lonely or living in social isolation and who live in Kirkcaldy and the surrounding area. Our small and dedicated team bear witness daily to the extreme effects of chronic isolation on mental and physical health at both an individual and community level. These effects can be particularly acute for elderly people with additional health and mobility challenges, meaning the demand for our befriending services has steadily increased. We have a long waiting list for our support. We refer to our service users as our 'Friends'. Our befriending support is provided by volunteers who are carefully matched to their Friends based on mutual interests and compatibility. They build and maintain a relationship typically via home visits, telephone calls and social events. We are not a healthcare service provider, however our mission to alleviate isolation and loneliness has direct implications for the mental and physical wellbeing of our Friends, as well as our volunteers, many of whom are also over the age of 60 and experiencing isolation and loneliness.

The Opportunity

We currently employ two members of staff: our out-going Operations Manager and a Community Programme Coordinator (CPC). The CPC has day to day responsibility for managing Friend referrals and volunteer recruitment, training and support processes, including the befriending matches. They also oversee our events and activities programme. We are now seeking a new member of staff, in the role of Operations Manager, who will have responsibility for the overall operational performance and development of the charity.

Specific responsibilities include:

- Line management of CSC's staff to ensure the effective delivery of our services to the required quality standards
- Publicity / awareness generation
- Outcome management (the process by which we're able to demonstrate to our funding providers the value of our services)
- Oversight of policy development and compliance
- Management of the charity's operations within the agreed budget (which is set by the Board of Trustees);
- Maintenance of funder and third sector partner relationships
- Achievement of the charity's growth ambitions.

Our development plan sets out our growth ambitions, subject to available funding, and how we propose to extend the positive impact that we make to our local community. These future plans include hiring a third staff member, creating a new online presence, recruiting more volunteers so

that we can support more Friends, extending our events programme, building partnerships with local community groups and businesses, and exploring how we can offer our befriending services to a wider geographic area in Fife.

It will be necessary to undertake fund-raising activities from time to time, although any new funding requirements would be met with the advice and support of the Board of Trustees.

The Operations Manager is expected to work with minimum supervision. You will be accountable to CSC's Board of Trustees and actively contribute to Trustee Board Meetings, strategic discussions and planning about the charity's future direction. You will otherwise be responsible for all operational day-to-day decisions.

Required Skills, Experience, and Qualities

- Self-starter with a pro-active, problem-solving focussed nature
- Organisational management skills and experience, with the ability to lead, support and motivate staff and volunteers
- Understanding and experience of working with organisational governance and compliance regulations and practice
- Excellent interpersonal skills including listening and ability to communicate proactively with a diverse range of service users, staff, volunteers, Trustees, partners and funders
- Excellent verbal, presentation, and written communication skills; including writing reports and managing budgets, plus monitoring and evaluation processes.
- Excellent working knowledge of Microsoft applications, including MS 365 Teams
- Integrity, objectivity, openness and honesty
- Compassion and empathy, with ability to set and maintain boundaries.

Previous experience of working with volunteers and vulnerable service users in the third sector is preferred, although transferable relevant skills will be considered.

Recruitment Timetable and Process

To apply, please email a tailored CV and covering letter (maximum 2 pages) to calum.stewart@hotmail.co.uk (Calum Stewart, CSC's Chairperson) by no later than the closing date of Friday 24th October. Please ensure that you explain how your skills and experience directly match the requirements of the role, and why you believe in your suitability for the role.

Interviews will be held with CSC's Chairperson, outgoing Operations Manager and Community Programme Coordinator, and we will ask to contact two professional referees, with a view to confirming the appointment as soon as possible. The start date will be by mutual agreement but ideally (well) before Christmas. This would allow time for the successful candidate to have a handover with the outgoing Operations Manager to ensure a smooth transition.

CSC is committed to equality in its provision of services and in all its employment practices, policies and procedures. This includes recruitment, training, remuneration, promotion and equal terms and conditions of employment. It is committed to the creation of a non-discriminatory working environment.