



Job Description & Person Specification

Operations Manager

1. Job Details

Job Title	Operations Manager
Accountable To	Managing Director
Accountable For	Managing the operations of the Courtyard Pantry Enterprise
Location	Courtyard Pantry Enterprise premises (with occasional travel)
Hours of Work	21–25 hours per week
Salary	£33,000 per annum (pro rata)
Contract Type	Permanent
Benefits	Annual leave: 35 days pro rata (inclusive of public holidays); employer pension contribution; flexible working where appropriate
Closing Date	31/07/2026

2. About The Courtyard Pantry Enterprise

The Courtyard Pantry Enterprise is an anti-poverty charity and social enterprise that tackles poverty using food as a vehicle for change. Through an innovative and sustainable model, we seek to address the root causes of poverty and help ease the trauma caused by economic inactivity and lack of access to good quality food – the reality for many in our community.

We are proud to be a Scottish Charitable Incorporated Organisation (SCIO SC051688), and we are committed to building an inclusive, equitable workplace that reflects the diversity of the communities we serve.

3. Purpose of the Role

We are recruiting an Operations Manager to responsibly manage our daily internal systems, facilities, people, and governance. This is a varied and vital role at the heart of the organisation, working closely with the Managing Director to ensure smooth, compliant, and effective operations across all areas of the charity.

4. Key Responsibilities

Governance & Compliance

- Ensure compliance with charity law, UK and Scots legislation, and OSCR requirements.
- Act as Data Protection Officer (DPO) to manage GDPR compliance across the organisation.
- Maintain, update, and enforce robust organisational safeguarding policies.
- Support the Managing Director with board reporting and governance documentation.

Health & Safety

- Maintain and update HACCP procedures across the social enterprise and Pantry Hub.
- Maintain and update fire safety procedures across all locations.
- Manage the equipment maintenance schedule, including PAT testing, ventilation duct servicing, and gas safety mechanism servicing.
- Manage the staff and volunteer training schedule to ensure all team members have completed required health and safety training.
- Work with the Business Manager, Pantry Coordinator, and Managing Director to ensure compliance with food hygiene and health and safety legislation.

Finance & IT Administration

- Manage day-to-day banking, invoice processing, and staff expenses.
- Attend monthly management accounts meetings with accountants and present findings to the management team.
- Assist the Managing Director with annual budget preparation and monthly variance tracking.
- Manage IT infrastructure, hardware inventory, and cyber security across the organisation.

HR & People Operations

- Coordinate staff recruitment, write job adverts, and issue employment contracts.
- Lead induction and onboarding processes and maintain digital personnel files.
- Update the Staff Handbook in line with changes to UK employment law.
- Assist project leads with volunteer onboarding and background checks (DBS).
- Act as a first point of contact for HR queries, escalating complex matters to the Managing Director.

Communications & Stakeholder Engagement

- Support internal communications to ensure staff and volunteers are informed of operational changes.
- Maintain positive working relationships with external partners, suppliers, and statutory bodies.
- Contribute to organisational reports and funding compliance as required.

5. Person Specification

The following criteria will be used to assess candidates during shortlisting and interviews. Please ensure your application addresses each of the essential criteria.

Criteria	Essential	Desirable
Education & Training		
Relevant qualification and/or equivalent operational experience	✓	
Qualification or training in HR, finance, health & safety, or data protection		✓
Relevant Experience		
Proven experience in operational management in a previous role	✓	
Understanding of charity governance and regulatory requirements	✓	
Experience managing HR processes, including recruitment and onboarding	✓	

Criteria	Essential	Desirable
Knowledge of current food hygiene and health & safety legislation	✓	
Experience managing IT systems and cyber security		✓
Knowledge of the social enterprise business model		✓
Experience using Xero or similar finance software		✓
Experience working in the charity or third sector		✓
Skills & Abilities		
Excellent written and verbal communication skills	✓	
Strong interpersonal and relationship-building skills	✓	
Ability to work collaboratively as part of a team	✓	
Ability to manage competing priorities and meet deadlines	✓	
High level of accuracy and attention to detail	✓	
Flexible and adaptable approach to work	✓	
Empathetic understanding of people experiencing poverty or disadvantage	✓	
Experience delivering staff training or inductions		✓
Experience developing or reviewing organisational policies		✓

6. How to Apply

To apply, please submit your CV and a covering letter (no more than two pages) explaining how you meet the essential criteria for the role and why you are interested in working with The Courtyard Pantry Enterprise.

Applications should be sent to: dale@courtyardpantry.org.uk

Closing date: 31st July 2026

We welcome applications from all sections of the community and particularly encourage applications from people with lived experience of poverty or disadvantage. We are happy to discuss reasonable adjustments to the recruitment process.