



ACC Operations Manager: Job Description

0.6 FTE

Overall Purpose

The Operations Manager ensures that the Applecross Community Company (ACC) operates smoothly, compliantly and sustainably. The postholder translates ACC's vision and strategy into effective operational practice, ensuring that governance, people, systems, resources and projects work together in a coherent and resilient way.

When operating well, this role provides the Board, staff and members with confidence that ACC's internal operations are robust, risks are well managed, statutory and funder requirements are met, and the organisation is well positioned to deliver its strategic aims.

The postholder also plays a key role in strengthening ACC's membership base, ensuring that membership models, systems and engagement approaches support organisational sustainability, community participation and long-term impact.

Key Areas of Responsibility

Governance and Organisational Effectiveness

ACC benefits from strong, well-embedded governance arrangements that support strategic decision-making and long-term sustainability. The Operations Manager ensures that the Board is well supported with clear, timely and well-structured operational information.

Governance practice meets legal, charitable and funding requirements, including support for the development and delivery of ACC's strategic plan. Board and committee activity is well serviced, with effective preparation of papers, policies and reports, and attendance at Board meetings and the AGM where required.

The organisation operates with clarity of roles, effective decision-making processes, and up-to-date policies that are understood, embedded and applied in practice.

This includes oversight of membership structures and reporting, ensuring that membership data, trends and risks inform Board decision-making and strategic planning.

Compliance and Risk Management

ACC demonstrates a clear, proportionate and well-evidenced approach to compliance and risk. Statutory, regulatory and policy requirements - including health and safety, safeguarding, GDPR and other legally required policies - are met consistently across the organisation.

Risks are systematically identified, documented, reviewed and mitigated through an up-to-date risk register, supporting organisational resilience and safeguarding ACC's people, reputation and assets.

Staff and volunteers understand their responsibilities, complete required training, and formally acknowledge relevant policies.

People Management and Organisational Culture

Staff are well-supported, appropriately managed and able to perform effectively in their roles. Clear expectations, regular supervision, performance review and professional development contribute to a positive, collaborative working culture aligned with ACC's values.

People-related processes - including recruitment, induction, annual review, performance management, disciplinary processes and end-of-contract handovers - are fair, consistent, legally compliant and well documented. Secure and accurate staff records are maintained, and people-related information is reported appropriately to the Board to support informed oversight.

Project Oversight and Delivery

Projects under the remit of the Operations Manager (initially governance and communications) are well-governed, clearly scoped and delivered in line with agreed objectives, budgets and contractual commitments.

The Operations Manager works constructively with Project Directors providing coordination, operational oversight and, where delegated, acting as Project Manager or Project Director as required for specific projects.

Learning from project delivery is captured and used to improve future policy, process and practice across the organisation.

Resources, Systems and Infrastructure

ACC's physical, digital and organisational infrastructure is reliable, secure and fit for purpose. Core operational services, procurement and facilities management support efficient day-to-day working and provide value for money.

Document management systems and internal processes enable good information flow, accountability, continuity and compliance across the organisation.

Internal Communications

Staff, volunteers, members and supporters are well informed and engaged. Internal communications are clear, timely and aligned with ACC's values, enabling shared understanding of organisational priorities, progress and direction.

The Operations Manager ensures that information flows effectively between staff and the Board, supporting transparency and collective responsibility.

Membership Strategy and Engagement

ACC has a clear, sustainable and well-managed membership model that supports organisational resilience, active participation and long-term growth.

The Operations Manager leads the development, implementation and ongoing review of ACC's membership strategy, ensuring that membership pathways, benefits, communications and systems are coherent, accessible and aligned with ACC's values and strategic objectives.

Membership insight, feedback and data are used to inform organisational planning, internal communications, external engagement and fundraising activity.

Brand, Marketing and External Communications

ACC presents a consistent, credible and values-led public profile. The Operations Manager acts as the organisation's operational brand guardian, ensuring that brand guidance is applied effectively across projects, communications, fundraising and service delivery.

External communications and marketing activity support ACC's strategic objectives, including membership growth, engagement and retention and clearly articulate the organisation's impact through compelling stories and case studies.

ACC's website and marketing materials are accurate, accessible, up-to-date and Search Engine Optimised. Gaelic is appropriately recognised and incorporated as part of ACC's cultural and community context.

Financial Oversight

ACC's operational finances are well managed, transparent and aligned with organisational priorities. The Operations Manager is responsible for the core operational budget including supporting annual budgeting and monitoring, and contributes to continuous improvement in how resources are allocated and used to support sustainability and effectiveness.

External Relationships and Representation

ACC benefits from constructive relationships with relevant local, regional and sector bodies. The Operations Manager represents ACC externally as appropriate and works collaboratively with partner organisations where this supports shared learning or operational benefit.

Additional Information

The postholder may be required to undertake other reasonable duties consistent with the role and to work at different locations to meet organisational needs. This job description will be reviewed periodically and updated to reflect changes in ACC's priorities, scale and operating environment.

Operations Manager: Person Specification

Key Criteria	Essential	Desirable	Application (A), Interview (I) or Presentation (P)
Qualifications and Training	• A good standard of formal education to SCQF Level 7. • Full driving licence and access to own transport.	• Educated to SCQF Level 10 in a relevant discipline.	A
Knowledge	• Understanding charity, community development, social enterprise or membership organisations. • Knowledge of governance and organisational accountability, and information management. • Understanding of employment legislation and HR practice. • Knowledge of risk management and compliance requirements. • Awareness of marketing, communications and brand management.	• Working knowledge of Scottish charity and community sector governance. • Knowledge of rural development challenges and opportunities.	A, I
Skills and Abilities	• Excellent organisational, planning and problem-solving skills, with the ability to manage multiple priorities. • Ability to work independently and as part of a team, building productive relationships with a range of stakeholders • Strong attention to detail and commitment to high standards. • Ability to handle confidential information with discretion. • Appreciation of Gaelic cultural and natural heritage	• Appreciation of the challenges arising from living and working within a remote and rural community • Understanding of Gaelic language and culture (Gaelic learner / speaker)	A, I, P

Experience	• Operational, management or organisational development experience. • Experience developing, implementing and monitoring organisational policies, procedures and systems • Experience in ensuring compliance and managing risks. • Experience managing staff, performance and workplace culture. • Project management experience, including planning, delivery, monitoring and reporting – including budgetary responsibilities. • Experience developing communication and engagement activities. • Experience of fundraising support or grant-funded project environments.	• Prior experience managing a community-led organisation, development trust, charity or social enterprise and working with external stakeholders and partners. • Experience of membership development, engagement and retention. • More extensive experience of communications, marketing and website management.	A, I, P
Technical Skills	Demonstrable digital (O365), written and verbal communication skills across multiple formats.		A, I, P
Personal Qualities	• Commitment to the values and objectives of Applecross Community Company. • Collaborative and supportive leadership style. • Proactive, adaptable and solutions-focused approach. • High levels of integrity, professionalism and accountability. • Commitment to community engagement and organisational sustainability.		A, I, P