

JOB DESCRIPTION

Job Title:	Operations Manager
Job Location:	The Jubilee Centre, Bury & Ramsbottom and Hybrid working within the borough of Bury
Responsible to:	Chief Executive Officer
Responsible for:	Chatterbox Café, Ramsbottom and Bury charity shops, Fundraising Co-ordinator
Hours of Work:	Full-time, 37 hours per week. Monday – Sunday, day and times will vary due to events.
Salary:	£28,860 annually, and contribution to pension scheme
Leave:	20 days per year, plus all statutory bank holidays and one compulsory day off from Age UK Bury. In addition, 3 days paid leave for you to undertake voluntary work for a charity of your choice.
Contract:	Permanent subject to 6-months probationary period.

JOB SUMMARY

The Operations Manager will lead and oversee the delivery of key services across Age UK Bury, including the Chatterbox Café, two retail shops (Bury and Ramsbottom) and the Volunteer Service. The postholder will be responsible for driving enterprise growth, supporting and developing fundraising activity, and ensuring the consistent delivery of high-quality, person-centred services that enhance the wellbeing and independence of people aged 50+ across Bury's communities.

This role requires a dynamic and innovative leader who can balance organisational excellence with income generation, team development, and strategic collaboration.

KEY RESPONSIBILITIES

1. Oversee the day-to-day operations of the Chatterbox Café, fundraising, retail shops, and the volunteer service ensuring high standards of quality, efficiency, and customer experience.
2. Oversee the day-to-day operations of the Jubilee Centre, liaise with instructors, develop and maintain updated schedules and identify opportunities to expand programmes and activities.
3. Ensure services are delivered with compassion, dignity, and confidentiality, reflecting the values of Age UK Bury.
4. Maintain compliance with safeguarding, GDPR, and Health & Safety requirements.
5. Monitor performance and implement improvements to maximise impact and income.

LEADERSHIP & TEAM DEVELOPMENT

1. Lead, inspire, and develop teams across café, retail, fundraising, volunteer, and operational services.
2. Create a high support, high challenge environment that encourages professional growth.
3. Support HR functions including recruitment, interviewing, onboarding, and staff training.
4. Manage performance and foster a positive, inclusive workplace culture.

ENTERPRISE & INCOME GENERATION

1. Drive enterprise growth across retail and café operations to maximise profitability and sustainability.
2. Identify and develop new income streams, products, and services.
3. Lead initiatives to diversify income through partnerships, fundraising, and commissioning opportunities.
4. Support and contribute to fundraising activities and campaigns.
5. Drive growth of the Volunteer service ensuring a positive and inclusive volunteering experience, enabling them to play a vital role in service delivery and community engagement.

STRATEGIC COLLABORATION & REPRESENTATION

1. Work closely with the CEO to support organisational priorities and strategic objectives.
2. Build and maintain effective relationships with stakeholders, funders, and the local community.
3. Represent Age UK Bury externally, promoting its services and mission.

DIGITAL INNOVATION & MARKETING

1. Lead digital innovation across services, including use of EPOS systems and digital tools.
2. Plan and deliver digital marketing campaigns, including social media promotion.
3. Use data and insights to improve engagement, reach, and income generation.

FINANCE & REPORTING

1. Produce monthly reports on operational performance and income.
2. Carry out financial reconciliation and ensure accurate record keeping.
3. Monitor budgets and contribute to financial planning and sustainability.

ADDITIONAL RESPONSIBILITIES

1. Assist the CEO with projects and organisational priorities as required.
2. Ensure clear communication across teams and stakeholders.
3. Uphold the organisation's commitment to safeguarding and protecting vulnerable individuals.

Person Specification – Operations Manager

Essential Criteria	Assessment Method
Proven experience in operations management, ideally within a charity, retail, hospitality, or community services.	Application/Interview
Experience managing multiple services or sites (e.g. retail, café, or community facilities).	Application/Interview
Demonstrate success in income generation, fundraising, or business development and growing volunteer services.	Application/Interview
Experience in staff management, recruitment, and team development.	Application/Interview
Experience producing reports and managing budgets/financial processes.	Application/Interview
Strong leadership skills with the ability to inspire and motivate teams.	Application/Interview
Excellent communication and interpersonal skills, with the ability to influence stakeholders and build partnerships.	Application/Interview
Knowledge of GDPR, safeguarding, and confidentiality requirements.	Application/Interview
Ability to plan strategically while managing day-to-day operations.	Application/Interview
Personal Qualities	Assessment Method
Passionate about supporting older people and improving lives within Bury's communities.	Application/Interview
Innovative and solutions-focused, with a drive to develop new services and income streams.	Application/Interview
Resilient and adaptable, thriving in a high support, high challenge environment.	Application/Interview
Strong organisational skills with attention to detail.	Application/Interview
Committed to equality, diversity, and inclusion.	Application/Interview
Desirable Criteria	Assessment Method
Experience working within the charity or voluntary sector.	Application/Interview
Experience in commissioning or securing grant funding.	Application/Interview
Knowledge of local community needs within Bury and surrounding areas.	Application/Interview
Experience using digital tools to improve service delivery or income generation.	Application/Interview
Core Values & Expectations	Assessment method
Deliver compassionate, person-centred services at all times.	Application/Interview
Maintain professionalism, integrity, and confidentiality.	Application/Interview
Act as an ambassador for Age UK Bury	Application/Interview
Be committed to continuous learning.	Interview

Standard Clauses

- **Equal Opportunities:** The postholder will be expected to adhere to Age UK Bury's Equal Opportunities Policy in all aspects of their work.
- **Confidentiality:** The postholder will be expected to always adhere to the organisation's Confidentiality and Data Protection Policy.
- **Health & Safety at Work:** The postholder will be required to abide by the Age UK Bury's Health & Safety Policy and the requirements of the Health and Safety at Work Act.
- **Disclosure and Barring Service:** Confirmation of appointment to this post will be subject to a satisfactory DBS check.
- **Safeguarding Vulnerable Adults:** To report safeguarding concerns in accordance with the Age UK Bury Safeguarding Vulnerable Adults policy.

The Organisation

Quality Assurance

We are proud to have achieved the **Age UK Charity Quality Standard**. Our achievement of the Age UK Charity Quality Standard recognises the high standard of our performance as an organisation. It certifies that our organisation is well governed and managed; has a clear direction and strategy; and is committed to ensuring the well-being and safety of people 50 and over, our staff and volunteers.

This quality award examines our financial controls and the work of the finance, admin staff and committee members in following good practise in the management of charitable funds.

We are also proud to have achieved the **QAS Quality Advice Standard accreditation for our Information and Advice Service**. This quality award examines and certifies that the work we are delivering is following good practice.

Location

The office is based at the Jubilee Centre in Moorside, Bury. The Centre is situated in a park and overlooks the beautiful Clarence Park Lido. The Jubilee Centre is an activity for people over 50+ and has a popular café for all visitors.

