

JOB DESCRIPTION

Post Title:	Central Operations Manager
Reporting Line:	Director of Operations
Responsible for:	Central Administration Teams
Summary of post:	This key role within the leadership team is responsible for the diverse administrative functions of the charity, people management, facilities, governance, marketing, communications and fundraising
Hours of work:	37 per week

DUTIES AND RESPONSIBILITIES:

Strategic Management:

1. To be an active, integrated and cohesive member of the Leadership Team in order to contribute fully to strategy development and deliver the organisation's vision.
2. To work effectively with a range of internal and external stakeholders.
3. To prepare reports and information and analysis for the Board of Trustees and other planning needs as requested.
4. To support the budget planning and monitoring processes as required.
5. To represent the organisation as required.
6. To lead on key organisational projects or events, as required.

People:

7. To provide leadership, direction and coaching for direct reports in order that they optimise their effectiveness and fulfil their potential.
8. To coordinate the work and monitor workloads of direct reports undertaking Development & Performance Reviews against key performance indicators as required.
9. To identify appropriate training and development needs for direct reports and teams, assisting in their development.
10. To support and provide advice and mentoring to staff, in order for them to maximise their effectiveness whilst in post, as required.
11. To undertake performance management of staff as required.

Quality Management:

12. To drive a high-quality performance culture, responsive to the needs of the charity.
13. To embed effective systems and procedures creating a culture of continuous improvement.

Specific Responsibilities:

14. To manage the HR administration functions to ensure legal compliance and best practice with all aspects of staff and volunteer recruitment, selection and management including production of timely and accurate payroll information.
15. Provide high level administrative support for HR processes, including notetaking during formal meetings and assisting with the implementation of staff performance and management procedures.
16. To provide an administrative framework to enable effective governance of the charity.
17. To manage the effective operation of all administrative functions of the charity, ensuring the effective operation of all premises, including repairs, maintenance and management of assets.
18. To manage the day-to-day Health and Safety administrative functions across the organisation. Liaising with retail and service managers to support compliance
19. Ensure effective internal communication with staff and volunteers to promote alignment, engagement, and smooth operational delivery.
20. To develop and maintain a positive profile of the charity through a range of digital channels, publications and representation of the charity through local media outlets including active participation in local and national campaign issues.
21. Deliver exceptional administrative support on complex, strategic initiatives to senior management, ensuring seamless coordination and efficient project execution

General:

22. To adhere to all relevant policies with particular reference to staffing, equality and health and safety.
23. To comply with all relevant legislation.
24. To undertake appropriate training and personal development as required for the role.
25. To support the work of the Chief Executive and leadership team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
26. To portray a positive image of the organisation both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example.
27. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

All staff have an individual responsibility to comply with the organisation's policies and practices.

This job description will be reviewed annually in line with appraisals.

Person Specification: Central Operations Manager

	Essential	Desirable
Qualifications		
High Level of Education	x	
Recognised Management Qualification		x
Knowledge and Experience		
Significant experience of staff management at a senior level, including performance management, providing leadership and direction, and supporting staff development	x	
Experience and evidence of marketing and PR, including media, social media and online	x	
Experience of forming partnership relationships with internal and external stakeholders	x	
Knowledge the Fundraising Code of Practice		x
Experience of undertaking research to identify grant and contract funding opportunities and writing successful bids to funders		x
Skills and Abilities		
Knowledge and understanding of GDPR and Information Governance	x	
Exceptional written and verbal communication skills, with the ability to engage effectively with a wide range of stakeholders, including senior leaders, staff, external partners, and the public, adapting tone and style appropriately for different audiences and purposes	x	
Excellent IT skills, including proficiency in Microsoft Office, web-based research, and the use of databases and CRM systems.	x	
Ability to use social media platforms for communication and engagement and basic design tools for creating and editing digital content	x	
Outstanding planning and organisational skills, with the ability to manage multiple priorities, meet deadlines, and maintain attention to detail in a fast-paced environment. Proven ability to work independently and proactively, while coordinating effectively with others.	x	
Personal Qualities		
Full driving licence with access to own vehicle	x	
Collaborative approach and strong team player	x	
Commitment to equality of opportunity	x	
Results orientated	x	