

JOB DESCRIPTION
Operations Supervisor
AGE UK PLYMOUTH

1. Summary

The Operations Supervisor will support the Director of Operations in delivering high-quality operational services across Age UK Plymouth's two main sites. This includes providing day-to-day support and coordination for Facilities, Housekeeping, Maintenance, Health & Safety, Procurement, and IT functions, ensuring that all teams are operating efficiently, safely, and in line with organisational objectives.

This hands-on supervisory role will ensure continuity and quality of service across departments and act as a key point of contact for both internal teams and external contractors. The Operations Supervisor will work proactively to maintain site standards, monitor compliance, and implement best practices across a range of operational areas.

This role requires strong multitasking, coordination, and communication skills, with the ability to adapt quickly and support a fast-paced, diverse workload.

2. Key Responsibilities

- a) Support the Director of Operations in overseeing daily site operations across maintenance, housekeeping, and general facilities.
- b) Coordinate the delivery of soft services such as cleaning and site maintenance, ensuring teams are equipped with supplies and tools in line with procurement procedures.
- c) Assist with Health & Safety compliance across both sites, including risk assessments, fire drills, COSHH monitoring, and infection control audits.
- d) Act as a key liaison for contractors and service providers, helping to manage maintenance contracts and SLAs and following up on outstanding works.
- e) Monitor standards across all operational areas and help implement improvements to support a safe, well-maintained environment.
- f) Support the provision of IT services across the charity by liaising with external IT providers, assisting with hardware and software issues, and ensuring staff have access to the necessary digital tools and systems.

3. Staff Management

- a) Supervise and support the day-to-day work of operations staff including housekeeping and maintenance teams.
- b) Ensure that all team members and volunteers are adequately inducted, trained, and resourced to deliver their roles effectively.

- c) Monitor staffing levels across both sites and support the scheduling and deployment of operational staff as needed.
- d) Support performance management processes, including 1-2-1s and appraisals, reporting any concerns to the Director of Operations.
- e) Maintain accurate records of staff attendance, holidays, and sickness, liaising with the HR department as necessary.

4. Health & Safety

- a) Conduct or support regular site checks to ensure full compliance with Health & Safety and Fire Safety regulations.
- b) Maintain documentation such as risk assessments, fire drill logs, legionella checks, and COSHH registers.
- c) Report health and safety concerns promptly to the Director of Operations and follow through on corrective actions.
- d) Support safeguarding and infection control practices throughout service delivery areas.
- e) Ensure staff and volunteers are aware of and adhere to site-specific health and safety procedures

5. Finance

- a) Assist in monitoring departmental budgets for cleaning, facilities, and maintenance, flagging variances or concerns to the Director of Operations.
- b) Support the procurement process by ensuring accurate orders are placed for value-for-money supplies in line with agreed protocols.
- c) Maintain stock control systems and conduct periodic stock checks across operational teams.
- d) Process invoices and track spending in coordination with the Finance team.
- e) Contribute to monthly performance reporting by providing data and updates from the teams under your supervision

6. General

- a) To assist with Age UK Plymouth functions held at all centres, as required.
- b) To comply with the Charity's Health and Safety policies and other relevant policies and procedures as contained in the Employee Handbook and as appropriate to the post and operational guidelines.
- c) To assist and take part in the Charity's profile raising and charitable events.
- d) To uphold and promote Age UK Plymouth's Equality & Diversity Policy and ensure effective implementation in all aspects of service delivery and employment.

- e) To undertake any training considered appropriate to the post.
- f) To ensure the requirements of the Data Protection Act are complied with when carrying out the specific duties of the post.
- g) To undertake such other duties as are reasonably appropriate to the post.

7. Undertaking

I understand and accept my responsibilities, as outlined, for the post of Operations Supervisor for Age UK Plymouth.

I accept the conditions of service.

Signed _____

Date _____

Name _____

(please print)