

AGE UK WALTHAM FOREST

JOB DESCRIPTION:

<u>Job Title:</u>	Operational Support Manager
<u>Salary:</u>	FTE £30,153 gross per annum pro rata
<u>Hours:</u>	21-25 hours per week
<u>Responsible to:</u>	Chief Executive
<u>Based at:</u>	Waltham Forest Resource Hub North/Remote working

Job purpose:

Age UK Waltham Forest is undertaking a programme of substantial growth, the post holder will work closely with the Chief Executive to ensure we are a well governed organisation with effective systems

The post is hands-on and will be varied, working across key areas therefore the post holder will need a flexible and adaptable approach.

Key Responsibilities.

Quality and Governance

- Managing Health and Safety administration functions such as first aid and fire training etc
- Liaising with landlords in regards to premises repairs/maintenance
- To be responsible for implementing and/or maintaining quality policies and procedures
- Ensuring staff understand and comply with quality policies and procedures
- Supporting the staff team to maintain our current quality standards or meet other which we may require
- Supporting managers to get the best out of their teams and ensuring that team meetings, appraisals and supervisions take place and are recorded consistently
- Assisting with Annual returns as required
- Assisting with Data Controls to ensure the organisation remains compliant

Development

- Scoping additional premises in the South of the borough to ensure our offer across the borough
- Developing Project Plans for Charity Shop/alternative premises

Support to CEO

- Assisting with various projects throughout the year such as Winter Warmth, Christmas Hampers
- Providing Line Manager Support/Supervision to junior posts
- Day-to-day running of the office in absence of CEO
- To provide some PA support to CEO

General Duties

- To work in accordance with the organisation's policies and procedures.
- To attend supervisions and staff meetings
- To undertake own computer work both in production of correspondence and documents emails etc.
- Undertake mandatory training and be responsible for your personal and professional development in liaison with the Chief Executive
- The above items outline the main duties and responsibilities of the post. However, they do not represent an inclusive list of all the duties required and the post holder may be asked to undertake other reasonable duties commensurate with the post

This is an interesting and varied role, the post holder will need to be able to work flexibly, including evenings and at weekends on occasion for which time off in lieu will be given.

This job description may need to be periodically amended to reflect changes in the structure or activity of Age UK Waltham Forest

PERSON SPECIFICATION Competencies	Essential / Desirable
EXPERIENCE:	
Experience of operational management	E
Experience of performance management of teams	E
Project management experience	D
Experience of handling both qualitative and quantitative data and translating it into useable and understandable formats for a range of audience such as funders and the public	D
Experience of working in the third sector	D
Experience of managing staff	D
Experience of delivering services to older people	D
QUALIFICATIONS AND KNOWLEDGE:	
Good understanding of HR, Quality Assurance and Safeguarding processes and application	E
Knowledge of the issues in relation to older people	D
Understanding and knowledge of safeguarding	E
Knowledge of Waltham Forest	D
SKILLS AND ABILITIES:	
Excellent communication skills	E
Resourceful, organised and able to think clearly under pressure	E
A flexible and adaptable approach	E
A full driving license and use of a vehicle to travel around the borough	D
Strong interpersonal, influencing and negotiating skills and experience	E
Well organised and capable of meeting deadlines	E
Attention to detail	E
The ability to work in a team and also use own initiative	E
Good time management and organisation skills	E
Comfortable using main Microsoft Office packages (word, excel, powerpoint etc)	E