

JOB DESCRIPTION

JOB TITLE: **HEAD OF OPERATIONS**
REPORTING TO: Chief Executive Officer
RESPONSIBLE FOR: Responsible for the management of all operations, budget management, team performance and individual development for SCVS.

SALARY RANGE: £40,000 to £45,000 pa plus 5% pension contribution

HOURS: Full-time (35 hours per week)

PURPOSE OF THE POST:

This is a core role for Slough CVS, programme managing all SCVS activities; ensuring all operations and staff are effectively managed, with targets met to make a positive difference to Slough residents.

MAIN RESPONSIBILITIES:

1. To be focused on how the charity can best serve end-users, facilitating support to voluntary groups.
2. Providing effective programme management and oversight of all the projects undertaken by SCVS, with effective reporting and delivery of objectives.
3. To be a key contact for all our funding partners, ensuring open communication and buy-in on projects whilst being sufficiently assertive and commercially aware to ensure that the commitments undertaken by SCVS are financially viable for the charity.
4. The effective line management, motivation and development of the team and individuals.
5. Ensuring delivery of the organisation's budget and identifying funding opportunities for the benefit of Slough residents.
6. Being a role model, ensuring that SCVS operates to the high standards in terms of values; health & safety; safeguarding and data protection and delivers against its own policies.

MAIN DUTIES AND TASKS:

General Management

- 1.1 Manage short-term activities in the absence of the CEO.
- 1.2 Attend and actively contribute to senior management meetings.
- 1.3 Provide effective programme management and oversight of all the projects undertaken by SCVS, with effective reporting and delivery of objectives.
- 1.4 Manage and co-ordinate team meetings and communication cascades with the entire SCVS team.

- 1.5 Be part of the budgeting team, identifying suitable funding opportunities; forecasting and writing budgets in line with financial procedures.
- 1.6 Ensure that where appropriate colleagues have an understanding of budget restrictions in line with financial procedures.
- 1.7 Attend and represent SCVS at internal and external meetings .
- 1.8 Build and maintain a close and trusting working relationship with key stakeholders.
- 1.9 Provide management information, reports and presentations on both pre-notified and ad-hoc occasions.
- 1.10 Ensure the organisation fulfils its legal, statutory, ethical and regulatory responsibilities.
- 1.11 Maintain an awareness of relevant risks and changes in the external environment.
- 1.12 Take lead responsibility as the Designated Safeguarding Officer for all safeguarding matters and support all other staff in dealing with safeguarding concerns.

People Management

- 2.0 Set effective targets for the team, meeting regularly to review progress whilst ensuring ongoing support and guidance are provided and any training needs are met.
- 2.1 Recruit and induct the SCVS team effectively.
- 2.2 Assess, action and evaluate learning and development of the team in line with organisational needs, succession planning and budgets.
- 2.3 Maintain and manage policies and procedures; ensuring that both the commerciality and ethics of SCVS are embedded and followed by all team members. Engage subject matter experts where appropriate.
- 2.4 Ensure that where applicable, direct reports manage their own teams to the required standard.
- 2.5 Authorise team expenses, annual leave and timesheets, being aware of working time directives and other pertinent legislation.
- 2.6 Manage HR responsibilities and issues for the organisation including employee absence and sickness.
- 2.7 Acknowledge and celebrate achievements and successes.

Other

- 3.0 Be responsible for own professional development, keeping up-to-date with best practices, policies and procedures.
- 3.1 Promote the principles of policies and good operational practice, with special focus on health & safety, equal opportunities, safeguarding, data protection and environment.
- 3.2 Deal with all issues in a professional manner, keeping confidences where appropriate and always being mindful of data protection implications.
- 3.3 Be an effective representative for the organisation and act at all times in a professional manner conducive to promoting a positive image of the organisation.

JOB CHARACTERISTICS

People

- The role holder is responsible for managing 5 – 10 direct reports, accountable for approximately 40 employees/volunteers in total.

Communication

- A breadth of communication skills will be required: oral, written and presentation.
- A need to produce complex reports for funders and stakeholders.

Internal and external relationships

- Frequent liaison with stakeholders, clients and workers: effective networking and robust relationship management.
- Failure to represent the organisation appropriately could lead to business loss and lack of funding.
- Effective Collaboration with stakeholders, team and volunteers

Resilience

- Work requires attention to detail and ability to oversee different strands of work simultaneously.
- Pressure could result from managing delivery of targets and a variety of priorities.

PERSON SPECIFICATION

Essential Experience

- Holding a management role in the not-for-profit sector
- Managing a team of 5+ people for a minimum of 2-3 years
- Managing volunteers
- Programme management of multiple projects
- Working within project targets in the voluntary sector
- Managing grants and contracts
- Reporting at a senior level
- Managing a budget and following financial procedures
- Stakeholder and partnership liaison
- Designated Safeguarding role within an organisation

Skills & Abilities

- Ability to lead the charity in the absence of the CEO
- People management including development; recruitment; performance management and motivation
- Financial management
- Articulate in spoken and written English
- Fully competent in MS Office (Word, Excel, Outlook, Powerpoint)
- Good level of numeracy and literacy
- Ability to work to tight deadlines
- Ability to manage and review employee performance
- Ability to prioritise

Personal Qualities

- Strong communication skills
- Empathetic and approachable
- Strong customer focus
- Self-motivated
- Good team player and motivator
- Integrity
- Sensitivity to disability issues
- Able to liaise with third parties
- Able to work on own initiative
- Flexible approach to working hours
- Desired but not essential, education to degree standard

Other

Full driving licence with regular access to a car (business-use insurance required)
It is a requirement of this role that the role holder can successfully pass a DBS check, at the enhanced level.

In order to deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. Such duties will fall within the scope of the job, at the appropriate grade. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the requirements of the job.