



## Operations Manager Information Pack July 2024

## The Candidate

The ideal person for this role will be cause-driven, self-motivated and a team player with a supportive and motivating management style. We are looking for someone with recent relevant experience, who is comfortable making well-informed decisions. You should have good financial awareness and line management experience. As the face of the charity, you will also need to be comfortable with networking and promoting the charity.

A car is essential as the role will require some travel around the Mid Devon area. The role may also require occasional evening and weekend work.

You will need to be efficient and organised with up to date IT skills and the ability to maintain confidentiality for staff, volunteers and clients.

We would be particularly interested to hear from someone who is committed to safeguarding, with experience in the care sector or social care sector.

We would love to see individuals who have experience of working within the Charity sector, however this is not essential.

## The Role

This is a maternity cover contract for 12 months, starting in either September or October 2024 (TBC).

Accountable to the Board of Trustees, you will be responsible for reporting to and advising the Board and acting in consultation with them. You will direct and deploy the charity's salaried staff, volunteers and drivers in accordance with good personnel practice.

You will be responsible for managing the Day Centre, including overseeing the work of the supervisors, assessing the needs and suitability of prospective clients and keeping relevant records. You will also oversee the function of the Home Support Service.

You will ensure good financial and administrative management of the charity and collation of information for the charity's Bookkeeper and Administrator. You will build good working relationships with Social Services, public authorities, voluntary and other key agencies and statutory organisations, negotiating funding and making grant applications.

The successful candidate will be based at the premises in Crediton, working 28 hours per week (flexible).



## About Us

*Living life to the full, with Crediton's independent charity for older people - Age Concern Crediton.*

Crediton Age Concern is an independent and local charity supporting and improving the quality of life for people in the 50+ age group living in Crediton and its surrounding villages – enabling independent living.

Our mission is to promote the well-being of all older people in the area to help make their later life more fulfilling and enjoyable.

Working closely with South Molton, Okehampton, Barnstaple, Budleigh Salterton and Exmouth, we provide support services, activities and things to do, information and free advice. We campaign on local and national issues concerning older people and we work with other partners and agencies.

We are constantly looking at ways to raise awareness of the Centre and to find funds to improve the facilities for all members. Our plans for the future include extending day centre activities through outside speakers, staff and supervisors and training, and ensuring everyone in Crediton knows what we offer.



## Job Description – Operations Manager

<b>Job Title:</b>	Operations Manager
<b>Accountable to:</b>	The Board of Trustees, Age Concern Crediton and District
<b>Length of Contract:</b>	12 month maternity cover contract
<b>Place of work:</b>	Age Concern Crediton, The Lady Mills Centre, Deep Lane, Crediton, EX17 2BX
<b>Main Purpose of Job:</b>	
The Operations Manager will be responsible for managing, supporting, monitoring and developing the work of Age Concern Credit and District, and managing all Age Concern Crediton activities.	
<b>Main Responsibilities:</b>	
The Operations Manager will report to and advise the Board of Trustees, acting in consultation with them. The Operations Manager is responsible for:	
<ul style="list-style-type: none"> <li>• Directing and deploying the organisation’s salaried staff, volunteers, and drivers in accordance with good personnel practice.</li> <li>• Managing the Day Centre, including overseeing the work of the supervisors, assessing the needs and suitability of prospective clients and keeping relevant records.</li> </ul>	

- Overseeing the function of the Home Support Service.
- Ensuring good financial and administrative management of the charity and collation of information for the Bookkeeper / Administrator.
- Negotiating funding with statutory organisations, making grant applications and also identifying and seeking funding for the charity's aims and objectives.
- Managing and developing good working relationships with Social Services and instigating new Social Services contracts, as necessary.
- Maintaining an efficient office base, having up to date IT skills whilst preserving confidentiality for staff, volunteers and clients.
- Managing and developing good working relationships with public authorities, voluntary and other key agencies, and representing Age Concern at meetings and keeping the charity's profile high.
- Dealing with enquiries as required.
- Ensuring information leaflets and the website are up to date.
- Liaising with organisers to arrange other relevant activities that come under the umbrella of Age Concern Crediton.
- Managing the appointment of new staff and volunteers.
- Managing the two Age Concern Crediton vehicles and drivers.
- Ensuring all insurances are up to date, including buildings, contents and vehicles.
- Arranging the Annual General Meeting.
- Carrying out other duties that may be required, consistent with the duties and responsibilities of the post.

### **Person Specification – Experience, Knowledge, Skills, and Attributes**

#### **Essential Education & Training**

- NVQ 3 (minimum) or equivalent

#### **Desirable Education & Training**

- NVQ 5 or an alternate further or higher education qualification

#### **Essential Experience**

- Recent relevant experience in a similar role
- Line management experience
- Safeguarding experience

#### **Desirable Experience**

- Experience of working within the care or social care sector
- Experience of working in the charity sector
- Experience of working with a Board of Trustees.

#### **Essential Abilities, Skills, and Personal Attributes**

- Supportive and motivating management style
- Able to make well-informed decisions
- Strong networking and relationship building skills
- Excellent communication and presentation skills
- Target and cause driven.
- Understanding of the difficulties faced by older people in society.
- Good financial awareness

**Other Requirements**

- The post holder will be required to travel around the Mid Devon area therefore a car is essential.
- The post holder may be required to work occasional evening and weekends work.

## Terms and Conditions

<b>Hours</b>	28 hours per week (flexible)
<b>Rate of Pay</b>	£30,000 per annum (£37,000 FTE)
<b>Other Benefits</b>	20 days paid holiday (not including Bank Holidays) Contributory Pension scheme Parking space

## Recruitment Process

- CV and Covering letter to Melanie Stevens, Shine Charity Recruitment [mel@shinecharityrecruitment.co.uk](mailto:mel@shinecharityrecruitment.co.uk)
- Closing date: Sunday 4<sup>th</sup> August 2024
- Shortlisted candidates will be invited to interview during w/c 12<sup>th</sup> August 2024 at Age Concern Crediton, The Lady Mills Centre, Deep Lane, Crediton EX17 2BX

