



Operational Manager Job description and Personal Specification

Title: Operational Manager

Salary: £36,000- Two Years contract including of pension, national insurance contribution etc.

Hours: 35 hours per week but it is essential that the post holder works flexible hours to attend evening meetings.

Responsible to: Managing Director

Responsible for: Operations Team

Purpose of the job:

The Operations Manager will lead, direct and manage service and business operations across the organisation. The post holder will be responsible for all aspects of service operations ensuring delivery of programs in line with requirements achieving high quality and positive outcomes for service users.

This is a new, senior role within the charity. The post holder will have wide ranging responsibilities for the performance and development of internal services and operations. The post offers significant opportunities for innovation, development and growth of existing programs. The post holder will also work with the Managing Director to implement the strategic plans and overall management of Anti-Tribalism Movement ensuring the successful strategic development of the organisation, including business planning, internal policies, procedures and quality standards, service users consultations and external relations.

The post holder will require business and financial acumen to ensure that current and future operations continue on a sustainable and viable basis and can evidence positive outcomes and value in the sector we are operating in.

Main Responsibilities

Staff and resource management

- Production and implementation of operational work plans and budgets
- Recruitment and management of staff and resources to achieve required program response, quality and cost performance indicators.
- Management and monitoring of organisation budgets including analysis, reporting and action on variances
- Development of staff appraisal and supervision systems and in line with required competencies
- Resolving performance issues among staff and volunteers engaged in programs

Finance

- Monitor performance against budgets, targets and deliverables
- Financial tracking and monitoring of income and expenditures
- Ensuring contractual and regulatory funding compliance
- Prepare and submit timely financial performances when required

Reporting

- Responsible for ensuring all funding monitoring reports are accurate and submitted in a timely manner
- Production of quarterly reports for trustees
- Ad hoc reports as requested by the Managing Director and Trustees

Development

- Analysis of performance of projects and increase outcomes/level of satisfaction/perceived value of the service
- Collaborative working with other organisations in order to strengthen the role and contribution of existing services and create new opportunities for the community
- Negotiation, development and implementation of new, scaled up or pilot projects with externals
- Development of income streams, including fundraising, service charges, fee paying personal budget and self-funded users, membership, additional related project income.
- Managing implementation and growth
- Development of workforce plans including competency frameworks to meet the operational requirements of the organisation
- Management of change plans including internal and external communications, processes and related technical issues.
- HR responsibilities of the whole organisation
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Representing the Organisation

- Representing the organisation at external events

Other responsibilities

- Work collaboratively with other members of ATM team
- Attaining and maintaining quality Marks
- Organise trainings and developments opportunities for ATM Staff
- Meet legislative and all relevant regulatory requirements
- Ensure the values of ATM are upheld across the organisation
- Carry out duties in accordance with ATM principles, policies and procedures
- Participate meetings with statutory and voluntary agencies to represent the needs and interests of the community
- Strategic involvement with fundraising, PR and social policy work
- Attend meetings and training courses as required, including regular supervision meetings and annual appraisal with the Managing Director
- Undertake from time to time such other tasks as may be required including administrative duties in connection with the post
- Uphold and implement the policies and procedures of ATM throughout all aspects of the work of the organisation

Person Specification

Experience

- Minimum 3 years direct experience of operational management within public and/or private sector
- Experience of contractual performance management
- Experience of handling large quantities of data
- Experience of project planning and budgeting
- Evidence of successful collaborations with other providers

Skills

1. Excellent communication skills, highly articulate verbally and in writing
2. Strong interpersonal, influencing and negotiating skills and experience
3. Well organised and capable of meeting deadlines
4. Workforce planning and development.
5. Leadership to motivate a staff and volunteer workforce within a rapidly changing environment
6. Strong skills in finance and budget management
7. High level of accuracy and attention to detail
8. Computer literate

Knowledge

1. Knowledge of the sector and key current issues and opportunities
2. Knowledge of issues facing the Somali community
3. Wide knowledge of outcomes and value-based approaches to service development and delivery

Personal Qualities

1. Self-motivated
2. Well organised
3. Resourceful & able to think clearly under pressure
4. Shares ATM's values and ethos, and committed to ATM's vision
5. Assertive but empathetic. A good listener and non-defensive in approach
6. Self-directed willing to take responsibility and be held accountable

Please send your latest CV and a cover letter explaining your suitability for this role to info@theatm.org by **20th August 2017**.

More information regarding the work of Anti-Tribalism Movement and our current programs, please visit www.theatm.org