



Head of Operations Job Description

Role	Head of Operations
Reporting To	CEO
Role Type	Full-Time, Permanent
Direct Reports	Project Coordinator, Comms Assistant, Volunteer Team
Salary Band	£30,000 - £35,000
Location	St Pauls, Bristol

Application Closing Date	05/04/2021
Interview Date	w/c 03/05/2021

Job Purpose

Support in delivering our vision and mission; to address loneliness both through raising awareness and providing practical support to increase people's social interactions. Provide strong senior leadership to all areas of business operations, representing Marmalade Trust both externally and internally up to Board level and accountable for the delivery of the operational plan. At times, you may need to deputise for the CEO. You will also need to ensure current and future operations are sustainable and support in driving the strategic plan for growth and expansion. Take ownership of operational budgetary management, performance and reporting, manage the end-to-end grants and funding process and support successful, thriving teams. Work closely with our volunteers to ensure they're empowered to continue to deliver against our vision and mission.

Development Opportunities

The successful candidate will be expected to become an integral part of Marmalade Trust, with long-term plans for personal development and promotion. There is significant room for growth, with the hope that in time there will be room for growth in your responsibilities, expansion in your role and increases in your pay. Our vision is for Marmalade Trust to grow both locally and nationally - and we will need strong Operational leadership at the centre of this plan.

Job Accountabilities

- Take responsibility for the development and implementation of current and new pilot projects, developing new partnerships and bringing new opportunities into the organisation.
- Work closely with our volunteers, learn from them, engage with each other and collaborate to achieve the best outcomes for Marmalade Trust.
- Support Marmalade Trust to remain an inclusive and diverse organisation, help us to advance equality for our members and volunteers and help us to diversify and strengthen our reach.
- Develop, implement, monitor and evaluate the Service Development Plan for each service.
- Deputise for the CEO, including but not limited to: attending strategic meetings, responding to opportunities, developing contracts, developing strong relationships and partnerships and contributing to medium to long-term strategic planning and business development.
- With the support of the CEO, lead on all people management and HR issues in accordance with the charity's policies and procedures; including recruitment, performance, staff development and training.
- Ensure the safeguarding of our members and staff through overseeing safeguarding referrals and ensuring policies are regularly reviewed to comply with current legislation.
- Provide leadership for the organisation, ensuring that those working or volunteering with Marmalade Trust can develop, achieve their best and flourish.
- Work collaboratively with the Finance Trustee to develop, maintain, implement and control sustainable annual budgets and take proactive action where needed to avoid budget deficits.
- Act as contract manager for external stakeholders and local services, ensuring that Marmalade Trust is achieving and reporting agreed outcomes mandated by contractual agreements and grants.
- Ensure high quality, person-centered project delivery is achieved across the organisation.
- Ensure there is a culture of continuous improvement, backed up by a strong working knowledge of process improvement and project management methodologies in which you are confidently able to coach teams and individuals.
- Work with project coordinators to ensure processes, policies, procedures, guidelines and monitoring systems are regularly updated, understood and implemented by staff, volunteers and members as appropriate.

- Support the development of an outcomes based approach to service delivery across all areas of the organisation.
- Work collaboratively with the fundraising consultant to agree and report on outcomes for grant applications and to ensure accurate and up to date information is provided for publicity purposes.
- Promptly review data and collate reporting required for the effective running of the organisation, taking specific responsibility for the member and volunteer database, the monitoring and evaluation framework and ensuring learnings any from the insight collated is shared and acted upon in a timely fashion.
- Be accountable for significant operational strategic projects and change initiatives, including the procurement and implementation of a new CRM for members, volunteers and funders.
- Have a high level of IT literacy, including strong competency with Gmail, databases and Microsoft Office enabling professional and clear communication with both internal and external stakeholders.
- Complete any other reasonable duties the CEO considers appropriate, and be willing to work outside of office hours on occasion/as required.

Person Specification

	Essential	Desirable
Qualifications	Experience in a role with similar levels of operational seniority and responsibility	Educated to degree level Management qualification
Knowledge	Experience implementing and managing safeguarding policies and procedures Good understanding of GDPR, data protection and confidentiality legislation and regulation Good understanding of the Equality Act 2010 and the experience to translate the legislation in to meaningful service delivery Managing and setting budgets and meeting funding requirements Updating project income and expenditure and feeding into monthly board update	Knowledge of the impact of loneliness and general physical and mental health conditions Understand the wider environment in which Marmalade Trust operates and how individual roles contribute to achieving strategic goals

<p>Skills</p>	<p>Excellent interpersonal skills driving strong relationships both internally and with external stakeholders at all levels, including service users, partners and funders</p> <p>Strong communication skills, enabling the candidate to drive people at all levels towards common goals and outcomes</p> <p>Strong people management skills, and the ability to work effectively and bring out the best from both volunteers and paid employees</p> <p>Excellent understanding of Project Management methodologies enabling the delivery of complex and competing project requirements to tight deadlines while keeping teams engaged and motivated</p> <p>High standard of IT skills, particularly in Gmail, with an excellent knowledge of databases, Excel, Word and PowerPoint</p> <p>Experience of shaping and driving the strategic development of an organisation across the medium and long-term, always accounting for budgetary constraints</p> <p>Ability to run and deliver a procurement process</p> <p>Ability to develop, motivate and inspire high performing teams</p> <p>Strong organisation skills, the ability to drive your own workload and work independently or within a team</p> <p>Confidence to communicate and take responsibility for the operational output of Marmalade Trust</p> <p>Ability to set and prioritise targets and workload for yourself and others</p> <p>Confidence collating, analysing and presenting complex data and using it to</p>	<p>Ability to present effectively to a range of audiences and at strategic level</p>
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	<p>inform and develop the aims of Marmalade Trust</p> <p>Ability to think creatively and adopt a solutions focused 'can do' approach</p>	
Experience	<p>Significant Senior management experience in an equivalent role</p> <p>Experience of setting, monitoring and evaluating SLAs, KPIs and outcomes for contracts and funding applications</p> <p>Experience managing risk management practices and protocols for working with vulnerable people</p> <p>Experience of handling and overseeing safeguarding cases</p> <p>Experience of producing high-level management reporting and insight involving both qualitative and quantitative data</p> <p>Experience of bringing the best out of people, developing, inspiring and leading to enable them to deliver and grow</p>	<p>Experience of writing bids and reports for contracts</p> <p>Experience of working in the voluntary sector and with managing volunteers</p> <p>Experience of managing service provision for people with additional needs</p>
Competencies / behaviours	<p>Promotes effective team working to facilitate the efficient management of competing priorities and responsibilities when working in a high pressure environment</p> <p>Inspire and lead by example, working collaboratively across the organisation and beyond</p> <p>Drive operational excellence through implementing continuous improvement methodologies</p> <p>Creative and people focussed approach to problem solving</p> <p>Develops SMART objectives and goals to drive high performing teams</p>	<p>Understands wider environment in which the team operates and how individual roles contribute to Marmalade Trust's strategic goals</p>

	<p>Ability to form and maintain good working relationships with colleagues</p> <p>Ability to plan, organise and manage workflow to meet demanding deadlines</p> <p>Act as an ambassador and advocate for Marmalade Trust externally and across internal teams</p> <p>Be proactive and committed to getting the job done</p> <p>To operate in line with Marmalade Trust's core values:</p> <p>Core values:</p> <ul style="list-style-type: none"> ● Person-centred ● Positive ● Inclusive ● Volunteer engagement 	
Other	<p>Undertake some work outside of core working hours such as: present and speak at public events on behalf of Marmalade Trust in order to raise awareness of loneliness and the work we do</p> <p>Some media work may be required – local radio etc</p> <p>Willingness to attend events outside of working hours</p> <p>Able to travel to and attend meetings outside of the usual place of work and office hours</p>	