



JOB DESCRIPTION

Operations Manager

Purpose:

The Charity sector is changing, and Burton YMCA, a Christian Charity is embracing change to meet the needs of the community in which we serve and adopt wider standards with the development of our strategic plan.

Following the retirement of our current staff member we are seeking an entrepreneurial Operations Manager to lead key teams, overseeing the continuous development and growth of the organisation, managing day to day operations and supporting the Chief Executive.

You will bring People Management, Organisation and IT skills and Contract Negotiation and Management skills needed for our organisation development. Your leadership will ensure the progress and delivery of effective, efficient, and responsive management to all operational areas. You will be able to apply your Christian faith to support the needs of the staff, volunteers and clients.

As a key member of the Senior Leadership Team, you will at times deputise for the Chief Executive and Senior Development Manager and have overall responsibility for the smooth running of the Charity.

Responsible to: Chief Executive

Responsible for: Head of Housing, Area Retail Shops Manager, Health & Safety Manager and Foodbank

Duties and Responsibilities

Leadership

- To oversee the operations and teams for Adult and Young Peoples Housing Services including accommodation, Furniture shops and Emergency Foodbank ensuring that performance and standards are met and continually improved. There is administrative support within the teams.
- Responsible for the effective recruitment, selection, induction, motivation and development of staff and volunteers. This will include evaluating staff performance, setting objectives and following up with appropriate action where necessary.
- Line management (including 1-1 coaching and support, training and HR) for the following direct reports: Head of Housing / Area Retail Manager / Health & Safety Manager
- Develop cross-team working with other Managers, and foster good working relationships throughout the organisation, promoting our Christian Values.
- Support the core team on Safeguarding, which is a priority for BYMCA, together with enabling Equality, Diversity and Inclusion, Wellbeing of Staff and Volunteers. Ensure YMCA employment and work practice is inclusive, expressed through a wholehearted commitment to welcome people of diverse background, culture, ability, gender, age, sexuality and of all faiths and none.

Business

- To manage the annual budget process working closely with the Chief Executive, key Budget holders, Board Finance Committee and Financial Director.
- To be responsible for the effective financial management and income generation of the housing projects and shops. For Housing, to manage rent collection and arrears processes, voids, control debt management, turnaround targets, allocated budgets, maintenance standards, and the provision of furniture and fittings in accordance with policies and procedures.
- To oversee the Health and Safety Operations and ensure compliance with legislation.
- Champion sustainability efforts to support our environmental objectives
- To negotiate key contracts with funding bodies including local and statutory authorities. To ensure compliance with the on-going requirements of statutory bodies, which include YMCA England, Midland Heart Housing Association, East Staffordshire Borough Council, Big Lottery and other Stakeholders.
- Lead on business planning and risk management, including the review of plans and prioritising of investment to ensure affordability.
- With SMT ensure the development of organisational policy, performance, quality, sustainability within our services with the setting and monitoring of appropriate KPI's, budgets and targets regularly reviewing procurement to ensure best value.
- With Senior Development Manager, to identify new tenders, grants and partners, sustainable funded projects and reporting to stakeholders.
- To ensure the Charity is compliant with current legislation in all of our projects.

Relationships

- To understand and react to the wider social, political and economic environment impacting the Charity.
- To work with the Board of Trustees and Committees, including Finance Committee, taking a lead on our housing and shops strategy, attending Board Meetings to present reports on operational areas and changing regulatory requirements.
- Write and deliver presentations to diverse stakeholders, including statutory, business, church, Housing Providers and voluntary sector partners
- Prioritise links into the YMCA Federation ensuring Burton YMCA plays a role in influencing the National Movement
- Engage and develop relationships with new networks and partners.
- With the Chief Executive, Chaplain and the Board of Trustees promote the Values, Christian Ethos and Mission of the Charity to internal and external stakeholders, including leading devotions.
- Ensure effective collaboration between Christian and other faith-based organisations

Personal & Professional Development

- Look to continually grow your Christian faith and remain committed to personal and professional development. Undertaking training, attending events and widely reading to remain abreast of developments relevant to BYMCA and responsibilities of the role.

In addition to the duties set out in this job description the post-holder may, from time to time, be required to undertake additional or other duties as necessary within his or her capabilities to meet the needs of the YMCA.

TERMS AND CONDITIONS

Salary

£40,000 - £44,000 based on experience.

Hours of work

40 hours per week, which will at times include evenings and weekends. Candidates need to be open to flexible working requests.

Place of Employment

YMCA Burton, James Court, James Street, Burton Upon Trent, DE14 3SB

Leave entitlement

34 days per year including Bank Holidays, and birthday

Pension entitlement

Auto enrolment to Peoples Pension

Conditions of appointment

The appointment is subject to Burton YMCA receiving two satisfactory references, an Enhanced DBS (Disclosure and Barring Service) check and a six-month probationary period.

Any Additional Information

A full driving licence, business insurance and use of a car is essential for this role.

Personal Specification:

Skills/Abilities/Experience

- Strong interpersonal skills and communication skills, both verbal and written to develop networks, including presentation skills.
- Ability to work with and understand those disenfranchised and people in poverty
- Experience of working at a high level in meeting competing demands demonstrating an ability to work under pressure and prioritise with good organisation and planning
- Ensuring attention to accuracy and detail in all correspondence including report writing for a range of agencies
- Ability to work on own initiative and be self-motivated within a team
- Ability to maintain confidentiality
- Demonstrate a Christian faith to support the Christian Aims and Purposes of the YMCA.
- A minimum of 3 years' experience of working in a management role, managing diverse teams and setting/managing a budget.
- Knowledge of legislative requirements for GDPR, Safeguarding
- Knowledge of IT systems/packages including Microsoft Office 365

Whilst the above are essential, all appropriate training will be given in understanding the Charity and Housing sector to promote professional personal development and understanding.

The YMCA is an Equal Opportunities Employer