



Operations Manager – Job description

Charity supporting children and young adults with additional needs and disabilities.

Rare opportunity for an Operations Manager to join a successful charity you will be key to the development and growth of a successful service provision for people with disabilities. This role calls for an experienced Operations Manager with excellent inter-personal ability to manage and lead a small team.

Key Responsibilities:

- Leadership of all staff, and operations.
- Accountable for Operational performance – driving efficiencies, improving services
- Team development, performance management, staff appraisals and succession planning
- Ensure full cover in place for Operations to maintain service levels
- Provide regular updates and meetings with The Board of Trustees
- Ensure all staff adhere to all charity procedures at all times
- Motivate staff to be proactive with all jobs and maintain high levels of customer service
- Evaluate and maintain an overview of charity services and performance
- Providing reports and audits for funders and stake holders
- Overseeing all Safe Guarding, insurances, building regulations, health and safety.

The above list of responsibilities is not exhaustive, and you may be required to undertake other responsibilities and training as requested by the Board of Trustees

Requirements & Skills

- Previous experience in Leadership/Management.
- Computer literate and highly organised
- Understanding of safeguarding, child protection
- Focused on continuous improvement with the ability to implement change management initiatives
- Flexible, reliable, understanding and have empathy.
- High level of attention to detail and people management skills
- High level of enthusiasm, flexibility and experience of managing an operations team