



Job pack

Operations Manager



Job Summary – Operations Manager

About the role

We are recruiting an experienced Operations Manager to join our team, who will oversee office management and the organisation's technical infrastructure, with oversight of IT, Human Resources and Estates at Age UK Merton. You will manage and review these key areas and identify the best ways to manage in-house and outsourced processes to ensure operations are smooth, effective, and sustainable.

About you

You will be a highly organised and hands on individual, who has a great attention to detail; methodical, efficient and accurate in your approach to work. You will be a dynamic individual, able to troubleshoot and problem solve, with excellent verbal and written communication skills. You will have the ability to liaise with a wide range of stakeholders, our staff and volunteers, and AUKM clients.

You will be responsible for Health and Safety on site and will be proficient at identifying and mitigating risk. You will have comprehensive IT skills and a high level of technical knowledge.

Job Description

We are an equal opportunities employer, aspiring to reflect the communities that we serve, and we welcome applications from people of all backgrounds and experiences. We value diversity and believe our differences enrich the services we provide to local older adults. They also help us as colleagues by encouraging us to challenge ourselves, learn, innovate, and adapt.

Job title: Operations Manager

Salary: £32k- £36.5K

Hours: 37.5 hours per week

Responsible to: CEO

Based at: The role is based at Age UK Merton's office at 277 London Road, Mitcham CR4 3NT and at times, our office at Vestry Hall, Mitcham, CR4 3UD.

Contract: Permanent

Key result areas:

- To oversee the operational management of AUKM IT systems, HR and Estates, ensuring that Age UK Merton runs efficiently and safely
- To manage all external contracts and internal processes relating to IT, Estates and HR
- To review and implement relevant company procedures and policies, and to plan and implement processes to improve quality, productivity and performance
- To manage H&S across the organisation and be H&S representative and Fire Warden
- To assess, review and manage organisational risk and be the custodian of the risk register, and to embed wider promotion of a responsible risk culture
- To ensure the effective onboarding, training and compliance of all AUKM personnel
- To effectively budget and monitor expenditure relating to Operations

IT

- To manage the IT systems and security and data management & GDPR
- To manage the relationship with external IT Support consultancy, communicating changes to cyber security and leading on asset management processes
- To manage other supplier relationships and service contracts for all IT and CRM systems, assessing ongoing efficiencies seeking new suppliers as required
- To manage CRM database as administrator, adding new users, removing leavers and managing any process changes; ultimately optimising its use
- To coordinate hardware and software needs for staff in liaison with IT suppliers
- To ensure compliance with GDPR, privacy and data protection legislation and act as DPO
- To develop and update Age UK Merton's operational IT and Data Protection policies and procedures
- To carry out ongoing assessment of efficiencies in our use of IT systems and how they interface with each other

HR

- Contract management and liaison with external HR consultant
- Oversight and management of all internal HR processes
- To ensure that new staff are onboarded effectively, carrying out Right to Work checks, DBS facilitation; and guiding service managers to enable full induction
- To lead on record keeping compliance; guiding managers to ensure satisfactory digital personnel records are kept in relation to sickness, leave, working hours (including flexible work-times and time off in lieu) and staff performance/appraisal records
- To support staff with HR related enquiries to external HR consultants, escalating to SMT where appropriate

Estates

- To manage supplier relationships and service contracts for utilities, pest control, office supplies; assessing ongoing efficiencies seeking new suppliers as required
- To ensure that office and premises costs are in line with budget, finding savings where possible
- To manage compliance with Health and Safety standards for staff and volunteers to follow on Age UK premises and in the community, including acting as Fire Marshall
- To conduct regular risk assessments, building and equipment checks, managing repairs and maintenance and to ensure that all recording requirements are completed accurately and promptly across the organisation
- In conjunction with the CEO, to develop and update Age UK Merton's Health and Safety policies and procedures
- To manage induction and agreements for new room hire customers and ensure accurate reporting on usage for finance department

General

- Establish good working relationships with all relevant stakeholders and liaise as required
- Comply at all times with the policies and procedures of Age UK Merton
- Ensure that Age UK Merton's Equal Opportunities policies, principles and practices are observed and implemented throughout service delivery.
- Carry out any other relevant tasks as required, to ensure the effective development of the organisation and the delivery of its services, this may include supporting weekend and out of hours events for time off in lieu
- Attend staff meetings and personal supervision and appraisal meetings
- Be aware of own training needs and participate in training/education to improve performance considered relevant to the post and to achieve agreed targets
- Act as a representative of the values, beliefs and principles of AUKM at all times
- Undertake any other duties that are requested and commensurate with the grade and remit of the post

Person specification

Job title: Operations Manager	Criteria
Education and Training	
Good standard of education including English and Maths and willingness to undertake training and continuing professional development	Essential
Experience	
Managing office / operations including facility, IT systems and contracts	Essential
Managing HR	Essential
Managing Risk and Health and Safety	Essential
Working with older people and their carers	Desirable
Working as part of a team	Essential
Managing volunteers	Desirable
Developing and delivering organisational policies and procedures	Essential
Acting as Data Protection Officer	Desirable
Acting as Health & Safety Officer	Desirable
Developing & delivering marketing / communications plan	Desirable
Writing funding bids to trusts, foundations and statutory	Desirable
Abilities and competencies	
Excellent written and spoken communication skills. The ability to communicate in a variety of ways for different audiences	Essential
Ability to understand the link between strategic planning and operational delivery	Essential
Ability to manage budgets and identify savings	Essential
Ability to analyse and report data	Essential
Good understanding of issues for older people and their carers	Desirable
Excellent IT skills	Essential
Knowledge of services available in Merton	Desirable
Ability to work without direct supervision and demonstrate initiative	Essential
Our corporate values	

Ability to demonstrate personal/professional empathy with, and commitment to corporate values	Essential
To be committed to and understand the values of Age UK Merton values as they apply to your role and the work you do	Essential
Other requirements	
To be committed to the principles of equality, diversity and inclusion	Essential

How to apply

Send your **CV and a covering letter** outlining your skills and experience in relation to the Job Description and Person Specification above to sarah@ageukmerton.org.uk. Your CV should be no more than two sides and covering letter no more than two sides also.

Please inform us by emailing sarah@ageukmerton.org.uk of any reasonable adjustments we can make to support you through our recruitment process.

The closing date for applications is Monday 19th August at 9am.

Interviews will take place in our offices in Mitcham on Wednesday 4th September 2024.

If you have not heard from us within three weeks of submitting an application, you can assume that you have not been shortlisted.

About Age UK Merton

With a strong foundation in place we are seeking to move forward with our **three key priorities**, improving health and wellbeing by:

1. **Providing high-quality advice and practical support** - 'I have access to good advice, information and practical support.'
2. **Building social connection** - 'I feel connected socially and emotionally.'
3. **Creating opportunities for lifelong active ageing** - 'I am active and independent.'

Our vision:

Supporting our community with opportunities to love later life

Our mission:

To provide quality advice and services that meet the needs of older adults in Merton

Our values are:

Quality, Integrity, Kindness, Inclusivity and Collaboration