

JOB DESCRIPTION

JOB TITLE: HEAD OF OPERATIONS

REPORTING TO: CHIEF EXECUTIVE

£45,000 - £55,000

PART 1: JOB PROFILE

1. MAIN PURPOSE OF THE JOB

- To oversee key operational elements of the National Garden Scheme's activities
- To manage and develop relations between the head office and county team volunteers
- To oversee the organisation's CRM database and the key associated tasks
- To ensure annual delivery of time-sensitive operational milestones
- To contribute to increasing the productivity of garden openings

2. POSITION WITH THE ORGANISATION

- Reports to the Chief Executive

3. RESPONSIBILITIES AND ACCOUNTABILITY

- To manage the county support team
- To work closely with and manage liaison with county team volunteers
- To oversee annual data gathering and fulfilment operations
- To manage key operational elements for the organisation
- To support the Chief Executive in the provision of HR to employees and volunteers
- To support all other functions within the organisation as required

4. KEY DUTIES AND ACTIVITIES

To manage the county support team

- To lead and manage the county support team
- To manage smooth working relations between county support and other staff
- Lead county support team in their day to day activities and relationships with county organising teams, garden owners, visitors and other stakeholders
- Take responsibility for the quality of work executed by county support

To work closely with and manages liaison with county team volunteers

- To work with county organisers to maximise levels of service from head office
- To work with county organisers for smooth recruitment and succession for volunteer roles

To manage and deliver the annual data gathering and fulfilment operations

- To work with county support and county teams in annual gathering of garden data
- To ensure timely delivery of material to publisher
- To organise and deliver with county support the annual delivery of bulk orders to county teams

JOB DESCRIPTION

JOB TITLE: HEAD OF OPERATIONS

REPORTING TO: CHIEF EXECUTIVE

£45,000 - £55,000

To manage key operational elements for the organisation

- To oversee the insurance of garden openings, including claims
- To oversee complaints handling
- To manage the provision of different support materials for gardens

To support the Chief Executive in the provision of HR to employees and volunteers

- To recruit, induct and train new members of staff as required
- To carry out performance reviews for some members of staff
- To manage welcome days at head office for new volunteers and oversee their induction

To support all other functions within the organisation as required

- Answer the telephone and direct calls as required
- Refer and signpost to other members of the team as required
- Work flexibly as part of a small office team, undertaking tasks as necessary
- To actively participate in team meetings
- Attend national garden shows (eg Chelsea) to staff the National Garden Scheme stand

JOB DESCRIPTION

JOB TITLE: HEAD OF OPERATIONS

REPORTING TO: CHIEF EXECUTIVE

£45,000 - £55,000

PART 2: PERSON SPECIFICATION

Criteria	Description	E	D
Relevant Experience	Experience in an operational management role Experience of working to deadlines Experience of managing a small team Experience of working in the third sector Experience and understanding of strategic planning Experience of managing volunteers In depth knowledge of working with a database (preferably CRM)	E E E	D D D D
Qualifications & Training	Educated to Degree Level (or equivalent)		D
Knowledge and Skills	Outstanding communicator with a passion for their work and strong interpersonal skills Excellent organiser and planner Outstanding project management skills including managing different consecutive projects Team and line management: e.g. performance management, leading by example A service-orientated approach Budget management and target setting Confident knowledge of necessary operational computer packages: especially Word, Excel, database use, running reports Commercial acumen	E E E E E	 D D
Personal Qualities	Efficiency, reliability, calmness Ability to think ahead Confident leadership and emotional intelligence A customer orientated approach Flexible and adaptable Excellent Interpersonal and communicating skills	E E E E	D D