



JOB DESCRIPTION

JOB TITLE:	Head of Operations
REPORTING TO:	Chief Executive
WORKING HOURS:	37.5 hours per week (including occasional evenings and weekends)
LOCATION:	Reuben's Retreat offices at Glossop & Ashton-under-Lyne
SALARY:	£33,500 - £35,000

OVERVIEW

Born from the loss of Reuben Michael Graham in August 2012 at just 23 months old, Reuben's Retreat is a charity offering practical and emotional support to families of child loss and families who have a child living with medical complexities. Our Retreat is a sanctuary offering a space for families to relax, recharge, remember and rebuild and our aim is to relieve the distress of these families, walking side by side with them on their journey.

OUR VALUES

Authentic;
and true to our mission.

Compassionate;
with people at the heart
of everything we do.

Unique;
in our approach always.

Trusted;
by our communities.

MAIN PURPOSE OF POST

- To ensure the smooth day to day operational running of Reuben's Retreat including its facilities at Glossop & Ashton-Under-Lyne.
- To act as the responsible person with regard to Health & Safety for the organisation. Ensuring adherence to all legislative requirements, including (but not limited to), Health & Safety, Environmental & Statutory areas.
- To facilitate and deliver on the implementation of the strategic plans of Reuben's Retreat in relation to facilities management. Ensuring that our future vision for the estate and capital projects are delivered successfully in line with legislative requirements and working closely with the CEO to develop new strategic plans.
- To lead on IT support and services, working with third-party service providers to ensure continuity of delivery and improvements to our existing infrastructure.
- To be responsible for all aspects of service operations such as but not limited to our hydro pool and sensory equipment ensuring delivery of services in line with contract and achieving high quality and positive outcomes for service users
- To secure opportunities to reduce costs and procure donated or discounted goods, materials and services.
- Work closely with the trustee board sub-committee to continually improve operations.

DUTIES AND KEY RESPONSIBILITIES

- To lead on health & safety matters within the organisation, working closely with external advisors, health & safety representatives and trustee sub-committees. Ensuring that areas of responsibility are compliant with Health & Safety, environmental & statutory regulations.
- To manage the organisation's compliance and reporting requirements including (but not limited to), Charity Commission, Companies House, and statutory audit processes (including writing and managing the production of the Trustees Annual Report and Accounts).
- To manage and maintain key supplier contracts including utility suppliers and insurance.
- To co-ordinate communications and planning across all departments to ensure adherence to the detailed planned work schedules for future phases of development to the estate.

- To ensure that all building systems are appropriately maintained including (but not limited to) hydrotherapy pool & plant room, water systems, electrical systems, fire safety systems, specialist adaptive and accessibility equipment, automatic doors, lighting and heating & boiler systems. Attention will need to be given to the differences between both our sites at Glossop & Ashton-Under-Lyne.
- To develop the management systems for the organisations estate to include Policies & Procedures, Risk Assessment Systems and any manual or automotive process which will support the organisation. Creating, implementing and reviewing all internal policies and procedures in accordance with current legislation and Charity Commission guidance. Ensuring all risk assessments are undertaken, reviewed and signed off and that appropriate action plans are implemented to ensure all recommendations are addressed in an effective and timely manner.
- To effectively resolve any compliance issues within your area of responsibility within a timescale agreed and approved through formal auditing process.
- To continually improve, develop and communicate the emergency procedures throughout the organisation.
- To ensure that the full team are keeping mandatory training requirements up to date and that organisation wide policies and procedures are being strictly followed and adhered to. This includes the compliance of visitors, contractors and members of the public with the organisation's health & safety requirements.
- To ensure accurate record keeping for all estates activities, adhering to legal requirements and appropriate best practice guidelines.
- To report and record all accidents and incidents in line with organisational procedure via the online AIMS portal with regard to all current Health & Safety legislation.
- To ensure financial & budgetary management processes are in place and rigorous auditing & monitoring of expenditure and costs are implemented. Regularly reviewing costs of existing contracts to ensure value for money but not at the expense of quality and to produce and report on the evolving budgets for income and expenditure; actual and projected.
- To ensure all IT systems, infrastructure & hardware is operational and maintained to ensure continued service delivery. This includes (but is not limited to) PC's/laptops, printers, software & licenses, telephones & internet, Sage & Xero accountancy software and CRM systems). Support all staff in the use of these IT systems, infrastructure & hardware.
- To manage and support the development of operational staff in line with the organisation's strategic plan and vision. Ensuring effective communication with the team in a timely manner through various channels, including (but not limited to) one to one, performance reviews.
- To understand, utilise and regularly update the Worknest Systems ensuring the wider team are adhering to correct procedures.
- To ensure high standards in accordance with the charity governance code.

ADDITIONAL RESPONSIBILITIES

- Adhere to all of the charity's professional standards, policies and procedures.
- Uphold ethical and professional standards and behaviour.
- Carry out additional reasonable duties as may be required which are commensurate with the nature of the post to meet the wider needs of Reuben's Retreat.

This job description does not attempt to describe all aspects of the role to be performed, but indicates the general role required of the post holder. The description of the job is as it is presently constituted. It is the practice of Reuben's Retreat to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with the post holder.