

Operations Manager

Job Description and Person Specification

Position Details

Position: Operations Manager	Department: Operations	Reporting to: Centre Director
Salary: Management Grade	Contract: Perm	Hours per week: 40.5

Overall Objective: To manage, oversee, and enhance the daily operations of MK SNAP, ensuring seamless coordination, efficient resource management, and optimal service delivery across all departments.

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<p><u>Main Objectives</u></p> <ul style="list-style-type: none"> • Lead and optimise the operational functions of MK SNAP, ensuring an effective, high-quality service delivery. • Achieve operational targets in line with the organisation's business plan and strategic objectives. • Implement and maintain a structured operational plan, including scheduling, resource allocation, and contingency planning. • Oversee operational management, health and safety, and operational compliance with legal and regulatory standards. <p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> • Oversee the planning and execution of day-to-day operations, including timetabling, rota management, and leave coordination, while serving as the direct line manager for operational staff. • Provide strong leadership and support to the operations team, setting clear goals, conducting regular performance appraisals, and offering coaching and development opportunities. • Work closely with department heads to ensure efficient resource allocation and address any operational challenges, fostering effective collaboration across departments. • Develop and implement systems to enhance efficiency and streamline procedures within the team, reducing operational costs while maintaining a high standard of service. • Establish and enforce a code of conduct 	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Proven experience in an operations or similar management role. • Demonstrated leadership skills with experience managing a diverse team. • Ability to implement and monitor operational procedures and standards effectively. • Excellent organisational and time-management skills. • Strong analytical skills, with the ability to use data to improve efficiency. • Knowledge of health and safety regulations and compliance. • Strong interpersonal and communication skills, able to build relationships across all levels of the charity. • Experience managing budgets and financial oversight. • Ability to develop and maintain a collaborative, supportive, and solution-oriented work environment. • Willingness to work flexible hours as required. • Commitment to MK SNAP's mission and values. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Project management skills and experience with operational projects. • First Aid and Meds Trained certification. • Experience in a community or charity sector environment. • Familiarity with compliance and regulatory standards in a charity setting. • This role requires an enhanced DBS.

<p>for all staff, setting expectations and monitoring adherence to maintain professionalism and accountability within the team.</p> <ul style="list-style-type: none"> • Manage the department budget, ensuring effective resource planning, cost control, and team alignment with budgetary goals. • Monitor and report on operational KPIs, tracking team performance and identifying areas for improvement. • Ensure health and safety compliance by conducting regular risk assessments, updating policies and procedures, guiding the team to uphold safety standards. • Provide mentorship, support, and guidance to operational staff, promoting a culture of high performance, professional development, and engagement in line with MK SNAP's mission. • Manage room hire bookings and liaise with security for events. • Represent the operational team in strategic discussions with senior management and trustees, ensuring alignment with the organisation's goals and effective communication of team priorities. • Act as a trusted ambassador of MK SNAP, representing the charity's values and mission in all interactions and operational initiatives. • Carry out additional duties as required, commensurate with the role, to support MK SNAP's goals and mission. 	
<p>Reference: Operations Manager MK SNAP</p>	<p>Closing Date:</p>