JOB DESCRIPTION:

women's aid
until women & children are safe

Operations Manager

Reports to:	Head of Strategic Programmes
Location:	Remote with occasional travel to Bristol
Salary:	£42,750 per year
Length of contract:	37 hours, fixed term contract 12 months

Main Purpose of Post

Responsible for ensuring effective day to day management of key business support services: Operations, IT, data and premises.

Manages inhouse team and relationships with outsourced companies to ensure objectives are met.

Duties and Key Responsibilities

Operations

- Manage the non-pay elements of the Operations Budget, including IT budget. (approximately £400K annually)
- Work with Internal Communications colleagues to ensure effective information flow to all WA colleagues.
- Ensure that the technical, digital and office environment needs of all staff (across all sites and remote workers) are fit for purpose and adequately resourced, including advising on Occupational Health solutions.
- Responsible for compliance with Health and Safety legislation, supported by an external Health and Safety Advisor.
- Manage key third party relationships with suppliers, landlords and outsourced services as appropriate.
- Oversee the effective management of communal facilities, office resources and equipment.
- Responsible to complete, monitor and maintain the Operations Risk Management register.

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Data Protection and Management

- Provide subject matter expert advice on GDPR compliance and data protection.
- Responsible for co-ordinating the Data Champions Group to ensure that all Data Protection Polices are kept up to date.
- Responsible for ensuring all Subject Access and Right To Be Forgotten Requests are actioned in a timely and appropriate manner.
- Act as the ICO liaison.
- Responsible for setting the GDPR training requirements for the organisation and working with the outsourced GDPR consultant and direct reports to implement this.
- Manage the Intranet and SharePoint sites on behalf of all teams to ensure effective information flow.
- Responsible for ensuring that the CRM operates in line with WA's IT and GDPR Policies.
- Responsible for monitoring the ongoing archiving connection.
- Implement ongoing systems for regular archiving of WA digital data. Support Teams with SharePoint site management
- Responsible for co-ordinating with the 'Data Champions' group to improve Data Protection policies and empower teams to manage their own data.

IT

- Work with the external IT contractors to ensure effective delivery of the WA IT strategy.
- Ensure effective management and coordination of IT systems, equipment, office machinery, premises, and services.
- Plan, develop and implement strategies for IT and ensure a cost efficient and fit-forpurpose IT function in consultation with stakeholders.
- Decide on the review and purchase of hardware and software, in liaison with the IT contractors.
- Ensure organisation wide compliance with IT policies.
- Manage responsive IT support, maintain central records for externally provisioned services.
- Oversee the effective use of databases and file storage, and support staff to manage their information more effectively.
- Manage the provision of suitable training for staff on the use of IT and office equipment as part of their induction programme and ongoing professional development.
- Ensure that operating instructions provided to all Women's Aid staff are accessible.

General Responsibilities

- To be flexible within the broad remit of the post.

- Line management – carrying out required recruitment, management, supervision and appraisal of direct reports to ensure high quality services
- To abide by organisational policies, code of conduct and practice, and to work within a framework of equal opportunities and anti-discriminatory practice.
- To assist with the organisation of Women's Aid events and conferences.
- To be flexible within the broad remit of the post.
- To be able to travel within England, particularly to Bristol any other sites as required, and work occasional unsociable hours.

Other
- Remote role with occasional travel to Bristol
- Occasional unsociable hours are also required.

Person Specification

Experience:
Essential:
- Experience and knowledge of a variety of software packages, particularly Microsoft products.
- Experience of hardware troubleshooting and support.
- Experience of working with and supporting users with a wide range of needs and technical abilities.
- Line management experience.
- Health and safety experience.
- Experience in facilities management.

Desirable:
- Budget management experience.
- Implementing legislation and best practice.
- Experience of managing and maintaining CRM/database systems, offering support to others.

Skills & Abilities
Essential:
- Excellent IT skills and computer literacy.
- Excellent problem-solving skills, including the ability to research solutions and think creatively.
- Good oral and written communications skills.
- Ability to multi-task and operate calmly in a busy and demanding environment.
- Ability to work on own initiative and to deadlines.

Desirable:
- Data analysis and report writing skills.

Knowledge
Essential:
- Good knowledge of GDPR and ability to explain it and apply it to WA work.
- Understanding of the need to maintain confidentiality is all areas of work.
- A basic understanding of the experiences, needs and effects of domestic violence on women and children.
- A basic understanding of the work and role of Women's Aid.
- A good working knowledge of safeguarding policies and practises.
- Health and Safety, and/or Occupational Health legislation.

Desirable:
- Agile working practices.

OTHER REQUIREMENTS
- Able to demonstrate a commitment and sensitivity of the aims and objectives of Women's Aid.
- Commitment to anti-discriminatory practice and equal opportunities.
- Willingness to work occasional unsocial hours as required.
- The willingness and ability to learn new programs is also required.

Benefits
- **Generous Annual Leave:** 25 days, rising to 30 with long service, plus 8 bank holidays
- **Extra Leave Days:** Celebrate International Women's Day and the Tuesday after the August bank holiday. Plus, three days of 'end of year' leave
- **Valuable Pension Benefits:** Join Women's Aid pension scheme with a 7% employer contribution.
- **Flexible Working:** Remote working, family-friendly policies and paid leave for maternity, paternity, and adoption.
- **Wellness and Support:** Cycle to Work Scheme, free optician check-ups, annual flu vaccines, and 24-hour counselling helpline.
- **Mental Health and Wellbeing:** 'Reflective Practice' sessions, team catch-ups, access to 'Headspace' for mindfulness, and Employee Assistance Program with counselling and advice services.

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Summary of Terms and Conditions of Employment

Terms of appointment: Confirmation of appointment will be subject to the satisfactory completion of a probationary period. This will normally be of six months (less for short term contracts). During this time an employee will be expected to establish their suitability for the post. During the probationary period employment may be terminated in writing, giving one week's notice by either party (this may be waived by mutual agreement). Only any statutory dismissal procedure will apply during the probationary period. There is no probationary period for contracts of under 3 months.

All posts are subject to a DBS check, two suitable references and right to work checks.

Salary: £42,750 per annum + benefits. Salary is paid in arrears through bank credit by the 25th of each month. Part time staff receive pro-rata payment based on hours worked.

Working hours: The standard working hours for this post are 37 hours per week, benefits include a generous bank holidays and annual leave package and contributory pension scheme. All posts, including remote posts must be based in the UK.

Support and supervision: Women's Aid has a commitment to providing regular supervision and support to staff with annual appraisals forming a key part of staff development. We have a training policy in place and encourage staff to take an active role in their career development plan.

Pension: Women's Aid is enrolled with the People's Pension scheme. Women's Aid normally contributes 7% of salary and the employee contributes 3% towards the group pension scheme. Eligible staff will be automatically enrolled on the scheme when they have successfully completed the 3-month interim probationary review.

Annual Leave: Women's Aid offers an annual leave entitlement of 25 days per year rising by one day per year until 30 days annual leave per year is reached. In addition, we offer 8 days public holidays plus 2 additional days in March and August. Plus, three days of 'end of year' leave, bridging the gap between the festive holiday period and new year to allow colleagues to rest and recharge during this unique quiet time. All leave entitlement is calculated pro-rata for part time employees

Other leave: Employees have contractual rights to time off for reasons of sickness, maternity and other circumstances.

Period of notice: 1 month after your probationary period has been completed.

Union: You have a right to membership of a trade union. Women's Aid recognises Unison.

Asylum and Immigration Act 1996: To confirm your right to work in the UK, Women's Aid will need to see the original of at least one document from a specified list (available on the UK Government website). Most commonly this is a British Passport.

Additional information is available on request.