

## **Job Description**

<b>Job title:</b>	Operations Manager
<b>Reports to:</b>	CEO
<b>Location:</b>	Plymouth
<b>Hours of Work:</b>	35 hours per week + on call duties
<b>Salary:</b>	£30,000 - £32,000 per annum pro rata
<b>Other benefits:</b>	33 days annual leave (including bank holidays), pension scheme, reward & recognition programme & flexible working environment

## **About Hearts Together**

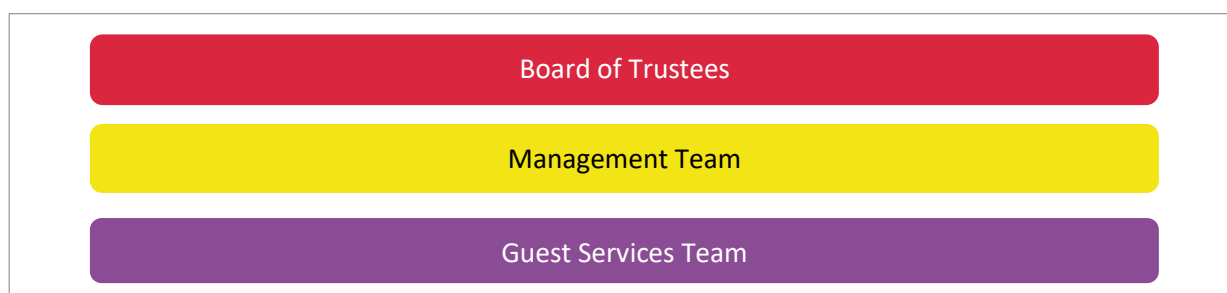
Hearts Together is a Plymouth based charity providing support and accommodation for patients, carers and relatives and also healthcare professionals and trainees working in the local healthcare centres.

Hearts Together has big plans for the future and the role of Operations Manager is key to its success. Our day-to-day operations are extremely busy and we have a number of new projects which are due to come online which is very exciting. Ensuring that we provide a safe and welcoming environment for our guests and our team is hugely important and continuous improvement is at our heart. We are not just looking at what we do today but how we will do things in the future and how we can successfully scale our operation to meet our long-term ambitions.

Hearts Together is an organisation which encourages its team members to actively contribute their thoughts and ideas and to work together to achieve its aims and ambitions. You will be given the space to work autonomously but with the support of your colleagues and line manager when you need us. You will be able to work to your strengths and to share your successes and learning with the wider team who will in turn look to share their experiences and learning with you.

At the heart of all we do are our guests, first and foremost we exist to support them and in your new role you will have the opportunity to get to know our guests first-hand and to make a positive difference to their lives.

## **The organisational structure**



The role of Operations Manager sits within the Management Team.

## **The Role**

The role of Operations Manager is critical to the long-term sustainability of the charity and plays a pivotal part in ensuring that we remain both relevant and necessary.

### ***This role involves:***

- Oversight and responsibility for the day-to-day delivery of guest services
- Line management and HR responsibility for the operational team
- Oversight and responsibility for health and safety organisation-wide
- Implementation and delivery of new guest services
- Review and development of existing guest services
- IT/technical responsibility – system admin/super-user
- Reporting and responsibility for specific budgets
- Guest/beneficiary satisfaction – ensuring consistently high standard of service and satisfaction is achieved across all areas
- Impact and outcome tracking/reporting
- Training/mentoring/performance management
- Support with grant application preparation and reporting
- Deputising for the CEO in operational matters
- Facilities/estates management
- Stakeholder engagement/relationship management
- Events organisation/support
- Representing Hearts Together externally at networking events, including occasional evening work.
- Travel as required to meet with supporters, beneficiaries and key stakeholders.

### **Person Specification:**

#### *Essential Requirements:*

- Strong HR background in terms of leading others and managing HR matters/employee relations
- Demonstrable experience of working to targets and delivering quality outputs collaboratively with others
- Confident and sophisticated communicator
- Strong customer/supporter focus, with excellent interpersonal skills
- The ability to manage conflicting priorities in a fast-paced customer focused environment
- Financial and business acumen – ability to draft budgets, report on variances and interpret financial data
- Strong report writing skills
- Knowledge and experience of facilities management and health and safety, including food hygiene, risks assessments and policy writing
- Confident and proficient in the use of IT systems ad a user admin/super-user level
- Highly motivated, with a strong work ethic
- A team player, happy working within a 'flat' hierarchy

***Desirable Requirements:***

- An undergraduate degree or professional qualification in a relevant field
- Experience within the Charity sector
- Experience of hotel/hospitality management
- Experience within the health/social care sector