

OPERATIONS MANAGER

Reporting to: Chief Executive

Salary: £35-40k per annum

Hours: Full time, 40 hours per week

Location: London, W10.

Benefits: 33 days holiday (incl. bank holidays), Pension Scheme contributions, 24/7 Employee Assistance Programme

POSITION OVERVIEW

As the Operations Manager at The Avenues Youth Project, you will be at the heart of our mission, ensuring the smooth and efficient operation of our facilities, systems and staff. Reporting directly to the Chief Executive, you will collaborate and lead on some key operational areas including building management, IT systems, event coordination, HR and accounts. Your role is crucial to maintaining the infrastructure that supports our work with young people, enabling us to deliver high-quality activities and projects.

ABOUT THE AVENUES YOUTH PROJECT

The Avenues Youth Project is an exceptional youth club that guides disadvantaged children and young people to explore and develop new skills, connect with their peers and our trusted staff, and find their confidence. The Avenues offers free-to-access fun and meaningful after-school and holiday activities led by trained youth workers. Our excellent facilities include training kitchen, music recording studio, podcasting studio, arts and craft room, sports hall and classrooms.

We currently have an active membership of over 1,100 children and young people, and are open 6 days a week, 48 weeks a year.

Our Vision

We believe that every child and young person should have the opportunities to realise their potential, whatever their life circumstances.

Our Mission

Our mission is to deliver high quality recreation activities and skills training to young people in West London, to help them fulfil their potential and boost their long-term outcomes.

Our Values

Our values are:

1. SAFE + COMPASSIONATE
2. POSITIVE + JOYFUL
3. EMPOWERING
4. TRUSTWORTHY
5. COMMITTED to COMMUNITY

These values are at the heart of what AYP does and all staff are expected to live up to them at all times.

KEY RESPONSIBILITIES

Building Management

1. Daily operations: Ensure smooth function of building, including managing repairs, coordinating maintenance schedules, and responding to urgent issues.
2. Contract management: Manage maintenance and service contracts, ensuring compliance and timely renewals.
3. Tenant liaison: Act as primary contact for our two building licensees, meet regularly and address any concerns or needs.

4. Capital projects: Manage refurbishment works, ensuring they are completed on time, within budget.
5. Health and Safety compliance: Ensure adherence to relevant regulations, conducting regular audits and implementing necessary improvements.
6. Resource maintenance: Supervise the cleaning and upkeep of all resources.
7. Lettings and hires: Manage the bookings calendar, processing payments, and create hire agreements with the support of Administrator.

System Management

1. HR and Payroll: Manage Employment Hero system, inputting staff rosters, overseeing timesheets and leave requests, and supporting Finance Manager with monthly payroll processing.
2. Data management: Oversee Administrator's use of member database, and provide training and support to staff team on effective usage.
3. IT systems: Oversee IT systems, providing troubleshooting support or coordinating with external providers as needed, and ensuring that the club's technology is up-to-date and secure.
4. CRM system: Manage the CRM system, Beacon, ensuring accurate data entry and providing support to staff in tracking interactions with donors and other stakeholders.

HR and Finance

1. HR: Lead on HR initiatives including onboarding and the development of supervision and appraisal processes. Inform staff of ongoing training and professional development opportunities.
2. HR support: Liaise with external HR provider to ensure compliance with latest employment legislation.
3. Contracts: Ensure that all employee and contractor contracts comply with current laws and policies. Set up and maintain employee personnel files.
4. Recruitment: Lead on recruitment, including drafting job descriptions, conducting interviews, and managing the selection process.
5. Inductions: Conduct inductions for new employees.
6. Staff wellbeing: champion and implement initiatives to support mental health, work-life balance, and team cohesion.
7. Operational budget: Ensure efficient expenditure, record-keeping and budget monitoring.

Event Management

1. Fundraising events: Provide support to the Fundraising Team planning and delivering fundraising events.
2. Internal events: Organise approx. three staff events annually, to boost morale, facilitate team bonding, and recognise staff achievements.
3. Youth events: Collaborate with Programmes Team to support delivery of youth showcases, parties and workshops.

Communications

1. Organisational meetings: Lead organisation and delivery of annual meeting that involves staff and trustees.
2. Staff meetings: Organise and chair monthly office staff meetings.
3. Community engagement: Oversee communications with young people, parents, and the wider community about the club's activities.

Line Management

1. Line management of Administrator, caretaker, cleaners, contractors, and volunteers.

ABOUT YOU

Experience and Knowledge

1. Experience in HR and personnel management.
2. Experience in operational management of similar size organisation.
3. Budget management experience, with ability to plan and control resources effectively.
4. Strong experience in building and maintaining relationships with external stakeholders and partners.
5. Solid understanding of basic finance processes, including payroll, invoicing, and financial reporting.
6. In-depth knowledge of best practices in health, safety, and facilities management, ensuring a safe and compliant working environment.

Skills and Qualities

1. Strong project management skills; ability to plan, deliver and oversee projects.
2. Highly organised with excellent attention to detail and a problem-solving mind.
2. Ability to thrive under pressure, juggling multiple demands and deadlines.
3. IT literate, with strong proficiency in standard Office software and the ability to quickly adapt to new technologies.
4. Self-motivated and capable of working independently, while also being a collaborative team player.
5. Strong leadership skills with the ability to motivate and guide a team, ensuring best practices are followed.
6. Very good communication skills, with the ability to establish rapport and communicate effectively with diverse audiences at all levels.
7. A genuine passion for working with young people, with a strong empathy to the mission and values of The Avenues.

APPLICATION PROCESS

If you're excited about this role but your past experience does not align perfectly with every requirement in the person specification, we encourage you to still apply and demonstrate how your experience is transferable for this role. You may just be the right candidate.

To apply, please email a CV and cover letter to iwanttowork@avenues.org.uk explaining clearly why you are interested in the role and suited to it (based on the person specification).

Please note, this role will require an Enhanced DBS Check.

The deadline for all applications is Wednesday 18th September 2024, 12 pm.