

Job Title: Operations Manager

Purpose of the role

To enable Romsey Cancer Support Centre to meet its objectives by ensuring that all operational activities are run efficiently and effectively.

Overview

Romsey Cancer Support Centre is a registered charity that provides practical support to anyone whose life is affected by cancer. This can be the person living with cancer, or a family member, close friend, carer or partner. From our Centre in Romsey we offer in person counselling, complementary therapies, befriending and a range of information services.

This part-time (0.5 FTE) role is based in Jane Scarth House with some flexibility to work from home at times. The position is one of three management roles that, between them, are responsible for the day to day running of the Charity; delivery of services, promoting its values, managing its reputation and ensuring compliance with all policies and legislation.

Principle Accountabilities & Key Tasks

To develop and monitor business plans

- To develop an annual business plan in liaison with other job holders and trustees.
- To produce a monthly report highlighting performance against the plan and raising issues and concerns as appropriate.
- To explore opportunities for continual improvements in service delivery, income generation and cost control, preparing business cases as appropriate and building them into the plan.

To ensure effective financial control.

- An annual budget is created in liaison with other job holders and trustees.
- Payments are made to suppliers within agreed levels and accurate records kept.
- To be the first point of contact with the bookkeeper to address issues and maintain effective budgetary control.
- To provide a monthly overview of actual and forecasted performance against the budget, highlighting issues and concerns as appropriate.

To ensure that RCSC has effective controls in place

- RCSC has detailed policies and procedures covering all aspects of running the charity and these policies and procedures are “tested” on an annual basis.
- To ensure RCSC complies with all applicable legislation e.g. Employment Law.
- Potential Legislation and/or external influences that could impact on how the charity operates are researched and impacts quantified for the board to review.
- Risks to the charity are continually evaluated and a risk report is prepared on a quarterly basis for the board to review. Any urgent issues are reported immediately.

To ensure that RCSC fully optimises IT and IT systems.

- The telephony system is fit for purpose and appropriate support is in place in deal with issues.
- RCSC adopts and fully utilises an appropriate CRM system.
- Data is protected in line with legislation and operational risk
- Support is provided to volunteers and employees regarding hardware and software used by the charity, ensuring Software is used in line with licences.
- The IT administration (e.g. file naming, folder, structure, file sharing, etc) is optimal and adhered to.

To recruit and maintain a team of volunteers to help deliver the operational goals.

- To recruit one or more volunteers and assign tasks in line with demand and skill set in partnership with the Shop Manager and/or Centre Manager.
- To ensure any volunteers are valued the same as any other volunteer in the centre or shop.

To support the effective promotion of RCSC

- To develop a marketing plan in collaboration with the Shop Manager and Centre Manager.
- To develop and maintain a database of all interested parties in RCSC to provide for pertinent communication that adhere to data protection regulations.
- To maintain social media platforms and “brand” guidelines
- To produce and distribute a regular newsletter for all involved in RCSC (Clients, Volunteers, Donors and other interested parties)
- To review social media for comments and posts concerning RCSC and engage where appropriate.

To ensure that all premises are maintained to acceptable standards.

- Maintenance contracts are in place with appropriate suppliers.
- All premises have appropriate levels of insurance
- All premises are cleaned on a regular basis
- All premises comply with the current legislation and demands of statutory bodies. E.g. Fire, Health & Safety.

Reporting Lines

- The Job Holder reports to a Trustee with responsibility for Operational Oversight.
- There are no formal direct reports for this role. The job holder is expected to develop a team of volunteers to help meet their objectives

Levels of Authority

The Job Holder is able to:

Recruit volunteers to deliver the operational services without referral to line manager in partnership with the Shop Manager and/or Centre Manager.

- Interview potential volunteers in partnership with the Shop Manager and/or Centre Manager.
- Dismiss volunteers in line with policy and procedures and in partnership with the Shop Manager and/or Centre Manager.
- Agree contracts with 3rd parties in consultation with Line Manager.
- Make payment in line with the agreed budget. Any out of budget expenses must have approval of line manager.
- Post content on any public platform after liaising with Shop Manager and Centre Manager and having approval of the trustee with Marketing oversight.

The Job Holder must:

- Raise any concerns about breaches or potential breaches with legislation, policies or risk appetite with the Shop Manager and /or Centre Manager as appropriate, as well as line manager

Person Specification

Essential:

- Must have previous experience of developing and maintaining business plans and budgets.
- Must be able to demonstrate strong organisational/administrative abilities.
- Must have previous experience of a multi-disciplinary role

- Must have sufficient skill and knowledge in Microsoft Office to provide advice and guidance to others.
- Must be able to interpret numeric and written data, identify salient points and make decisions from that data.
- Is sufficiently IT literate to be able to liaise with 3rd parties and others to ensure the optimum systems are deployed across the charity.
- Must be able to demonstrate working collaboratively with peers to deliver a service.
- Must be able to use at least one social media platform.

Desirable:

- Previous experience of working with volunteers, with at least an understanding of the differences of managing volunteers.
- An understanding of risk and risk management.
- Background, interest or experience of oncology support.
- Experience of working in the not-for-profit sector