

# Operations Manager



**Weston  
Park**

Cancer Charity

Together at every step.

## Working here

<b>Position:</b>	Operations Manager – Grade 5
<b>Reporting to:</b>	Head of Finance & Resources
<b>Responsible for:</b>	Operations Officer
<b>Job location:</b>	Primary base Weston Park Cancer Charity Hub, Whitham Road or Weston Park Cancer Support, Northumberland Road, Sheffield.  Event site working as required across South Yorkshire.
<b>Hours:</b>	37.5 per week  This post will include some weekend and evening work throughout the year. The charity offers an excellent Time In Lieu policy and/or pay for events outside of your normal working hours.
<b>Salary:</b>	£29, 493- £32, 769 (Our Policy is to recruit at the bottom of the salary band, unless significant relevant experience can be demonstrated)
<b>Contract length:</b>	Permanent

## What we do

For one in two of us, cancer will change everything.

When it does, so can we.

Weston Park Cancer Charity is here to face cancer with you. Our services, advise and support are for you and the people close to you, helping everyone to live with and beyond cancer. The funds we raise also support vital, pioneering research and clinical trials led by the exceptional medical experts at Weston Park Cancer Centre. It's our job to care in every sense for our patients and their families. Our help is free, and we're here for you, together every step.

## What you do

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### Main purpose of post

This role will oversee key functions of the day-to-day running of the charity to ensure we can effectively support people affected by cancer across South Yorkshire, Bassetlaw and North Derbyshire.

You will be responsible for key operational functions including: our buildings and facilities, Health & Safety and risk management, Operational policies, IT systems, GDPR compliance and contingency planning. You will manage our supplier contracts and third-party provider relationships, you will also lead improvement projects in the charity to make sure we are always learning, improving and making the best use of the generosity of our donors.

You will provide a pivotal role, ensuring our teams have what they need to work safely, effectively and efficiently. You will be the on-site go-to person to solve daily operational issues as they present, acting as a calm and resilient manager providing clear direction and guidance.

This is the perfect role for anyone who loves to be in the thick of the day-to-day running of an organisation, who can juggle multiple priorities and who understands that strong operational management is the cornerstone of a well-supported team.

### Key Responsibilities

- Lead on production of an annual operations improvement plan, collaborating with teams across the charity to ensure their operational support needs are listened to and met.
  - Manage and develop operational systems to support the effective delivery of Weston Park Cancer Charity as the organisation grows; conduct regular reviews of internal operational processes, including reviewing contracts and monitoring systems.
  - Support the Head of Finance & Resources in effective management of supplier contracts including building leases, IT support provider, third party suppliers, cleaning. Ensuring legal, regulatory, and contractual compliance for each contract whilst achieving value for money.
  - Lead on data collection and storage in line with current GDPR and Data Protection Regulations.
  - Lead on cyber security training and improvements.
  - Lead on IT equipment and access for staff, including the onboarding and off boarding process and management of access to shared folders and platforms.
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- Provide operational management of our buildings and facilities ensuring the public, colleagues, volunteers and visitors are safe and experience a warm and welcoming environment.
- Review, Develop and Produce operational policies and procedures to ensure the smooth running of the organisation (e.g Lone Working).
- Lead on Health & Safety and risk management, with the support of our external advisor, ensuring risk assessments are undertaken and the charity fulfils its legal duties in relation to our buildings, services, fundraising activity and home-based working.
- Ensure all staff and volunteers are trained on H&S and there is appropriate coverage of Fire Marshalls, First Aiders, MHFA etc. on site, in outreach services and for our charity events, as appropriate.
- Lead on contingency planning e.g. Winter Weather procedures.
- Lead on the coordination of charity vehicles maintenance and insurance, working with the Transport Coordinator and Outreach Lead HCP.
- Manage stock control and ordering of office and facilities supplies.
- Manage the Operations Officer and support their development.
- Lead the Operational Working Group to ensure operational matters are progressed in a timely and efficient manner, reporting progress to the Leadership Team.
- Undertake operational improvement projects as directed by the Head of Finance and Resources.
- Provide cover for HR and Volunteering Managers during sickness and holiday, including supporting the Head of Finance and Resources with processing Payroll.
- Attend and contribute to team meetings and 'away days' and be an active, invested member of our team.
- Ability and willingness to travel throughout the region to attend charity fundraising events and outreach services.
- Able to work flexibly, including working in the evenings and at weekends.

### General Responsibilities:

Every employee is required to:

- Adhere to, and comply with, organisational policies, procedures and guidelines at all times.
- Take all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.
- Comply with the organisational policy on confidentiality, and the General Data Protection Regulations.
- Respect the confidentiality and privacy of donors, guests and staff at all times.

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- Maintain a constant awareness of health, welfare and safety issues affecting colleagues, patients, volunteers, visitors and themselves.
- Participate in personal and organisational training and development and performance framework meetings.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

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## Who you are

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We are seeking a highly motivated individual who shares our values to join Weston Park Cancer Charity's busy charity team. Our Operations Manager will play a vital part in our team and help us to deliver our vision: a better life for those living with, and beyond, cancer in our region. If you are interested in progressing your career within an organisation which makes a real difference to the lives of thousands of people, we'd love to hear from you.

### About you:

- You will be a forward thinking, team player with a 'can do' attitude & part of a fast-paced charity team
- You will have excellent communication skills (both written and oral)
- Able to manage your own workload and priorities to agreed deadlines
- Participate in and contribute to team meetings
- Co-operate and liaise with colleagues, working in a professional manner at all times
- Act as an ambassador for Weston Park Cancer Charity, reflecting the objectives and values, and to always work in the best interests of the charity.
- Support and encourage harmonious internal and external working relationships
- Make a positive contribution to volunteer involvement in delivering the charity's strategy and raising the profile of Weston Park Cancer Charity

### Our Total Rewards Package

Our Total Rewards Package is the result of staff feedback and best practice across the charity, public and private sectors. Some of our key benefits, depending on eligibility, include:

- 27 days (plus bank holidays) annual leave
- Option to purchase additional five working days per year
- Westfield Health level 4 coverage
- 12 weeks maternity leave at 100% pay and an additional 6 weeks at 50%
- Up to 2 weeks full paternity pay
- NHS benefits
- Hybrid working
- A minimum 4% employee / 6% employer contribution through our Auto Enrol private pension scheme. \*Tax relief is automatically claimed for the staff member.
- Death in service cover

### Person Specification

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#### Methods of Assessment:

A = Application

I = Interview

R = References

T = Test/Presentation

	Essential	Desirable	Assessment
<b>QUALIFICATIONS</b>			
Educated to degree level or equivalent		√	A/I
Competent driver with a full clean driving license	√		A/I
<b>EXPERIENCE, KNOWLEDGE, SKILLS &amp; ATTRIBUTES</b>			
Minimum of 5 year working in a operational management role in a similar size or larger organisation	√		A/I/R/T
Experience of managing H&S in a medium sized organisation	√		A/I/R/T

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Ability to undertake risk assessments		√	A/I/R/T
Experience of Managing Supplier Contracts and relationship management	√		A/I/R/T
Experience of facilities management in a public facing business or organisation	√		A/I/R/T
Experience of writing and implementing operational policies and procedures	√		A/I/R/T
Experience of line management, including support and supervision and performance management	√		A/I/R/T
Knowledge of GDPR		√	A/I/R/T
Knowledge of IT systems and IT supplier contracts	√		A/I/R/T
Experience of leading improvement projects with demonstrable positive outcomes	√		A/I/R/T
Experience of HR and payroll		√	A/I/R/T
Demonstrable understanding of volunteering in the charity sector	√		A/I/R/T
Strong organisational skills, with the ability to prioritise in a fast-paced environment	√		A/I/R/T
Compassionate and committed to the values of Weston Park Cancer Charity	√		A/I/R/T
Flexible and acts with a 'can do' attitude to change	√		A/I/R/T
Can maintain confidentiality and act in a professional and respectful manner	√		A/I/R/T
An understanding and appreciation of the workings of the charity sector		√	A/I/R/T
Strong IT skills (proficient with Outlook, Word, Excel, PowerPoint & use of databases in particular)	√		A/I/R/T
Ability to work effectively as part of a team	√		A/I/R/T
Willingness to work outside of office hours as required	√		A/I/R/T

## How to apply

**Closing date:** Monday 25<sup>th</sup> March 2024 @ 9am

**Interview date:** 1<sup>st</sup> Interviews- w/c Monday 1<sup>st</sup> April 2024

**Application format:** Please send a CV and covering letter demonstrating that you have read the job description / person specification and how you meet the essential and (where relevant) desirable criteria for this role. This can include skills, training, membership of professional bodies and experience. The covering letter will form a key part of the recruitment process and you should demonstrate your suitability for the role in no more than two pages.

Weston Park Cancer Charity is committed to promoting equality of opportunity and values diversity of culture among our staff. All applications are anonymised as part of the selection process, so please do not forward any documents in PDF format.

**Apply to:** [\*\*HR@wpcancercharity.org.uk\*\*](mailto:HR@wpcancercharity.org.uk)