

## Description

**Vacancy Advert:** Operations Manager

### **Background Information:**

Moss Side Millennium Powerhouse is a busy community and youth centre located in Moss Side, Manchester. We are an independent charity, which operates a diverse range of cultural and commercial activities. A lot of the work we do is with young people aged 8 -19 or up to 25 for those with additional needs offering provision during the day in school holidays and universal provision in the evenings. The post holder will need to be comfortable working in this environment.

Open 7 days a week with varying hours the venue is a bustling hive of activity and we are now recruiting for a Full-time Operations Manager to manage the day to day team and processes that are necessary to provide a safe friendly and welcoming environment. You'll want every person to have a positive customer experience and be committed to delivering exceptional service.

In addition to the above this post requires you to have attention to detail, be a quick learner & able to undertake physical tasks to support the team. This crucial role will require a flexible approach to working within the varying needs and requirements of a multi-functional community venue. You will work closely with a range of staff and volunteers in a busy and responsive environment, and so you will need to be both a team player, and able to work independently, as required.

The post reports to, and is line managed by, the CEO, and is offered on a permanent basis. The hours will be 35 hours per week during **9am to 9pm Monday to Friday with the occasional Saturday if needed**. The Salary is a 35k to 38k.

### **Why work for Moss Side Millennium Powerhouse**

- We are committed to training and developing our staff, that will include a full induction and access to internal and external training opportunities.
- We care about your wellbeing – extra holiday day for your birthday,
- You will be part of our mission to positively impact the lives of young people in Central Manchester

Please email [l.samuels@msmpowerhouse.org.uk](mailto:l.samuels@msmpowerhouse.org.uk) to request the full job description. If you require more information, please contact Lisa Samuels on 0161 226 4335 ext 201. Application will by CV and accompanying letter detailing how you meet the person specification, closing date is **January 31 2025**.

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| <b>Job Title:</b>         | Operations Manager   |
| <b>Salary:</b>            | Starting salary 35k  |
| <b>Responsible To:</b>    | The CEO  |
| <b>Purpose of Job:</b>    | <p>The operations Manager will be responsible for the day-to-day running of the Powerhouse, ensuring a positive experience for all stakeholders. The role will provide line management to centre staff and ensure the smooth day to day running of the Powerhouse. This includes Health and safety and compliance to ensure a consistent and safe environment is maintained. The operations Manager will build and maintain positive relationships with tenants and hirers of the facility and deliver excellent customer service to meet the needs of young people, partner agencies, the community and funders</p> |
| <b>Hours of Work:</b>     | 35 hours per week flexibly   |
| <b>Based at:</b>          | Moss Side Millennium Powerhouse  |
| <b>Key relationships:</b> | CEO, Finance Manager, Youth Work Manager, front of House colleagues, Caretaker   |

### Principal responsibilities :

1. Lead, direct and motivate an operational team to ensure high levels of performance and efficiency, identifying and meeting the training and development requirements of staff team and own job role
2. Ensuring the highest standards of safeguarding are in place at all times at the Powerhouse: staff, user groups, tenants and visitors including high visibility of Value Statements
3. Ensuring that all areas of the Powerhouse are maintained to the highest possible standards for safety, compliance, cleanliness, security and operational effectiveness
4. Ensuring the Powerhouse is ready for use in accordance with planned opening times and programme of activities

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5. Ensuring the highest environmental standards as practical with particular emphasis on use of green energy supplies, recycling and sustainable practices for administration, consumables and reusable materials
6. Maintaining a clear customer focus and high visibility within the centre, proactively developing and maintaining high standards of service delivery
7. To contribute to the planning, monitoring and evaluation of the organisation's finances to ensure the Powerhouse remains viable and works to a Best Value model, monitoring overall repairs and maintenance costs against budget and taking corrective action where necessary
8. Develop positive working relationships with tenants and user groups which engenders a culture of collaborative working.
9. Ensuring compliance by tenants and user groups of organisational policies and procedures, in particular safeguarding, equality and health & safety
10. Managing enquiries, complaints and emergencies, including acting as first point of contact for media enquiries
11. Ensuring an effective risk management system is implemented for all services; these are recorded and appraised at regular intervals
12. Ensure that the building is fully compliant with Fire Safety Regulations
13. To contribute to an effective marketing and promotion function which is able to reach and engage with a wide range of customers and partners, including young people, whose preferred communication method is social media.
14. To undertake any other duties commensurate with the post's level of responsibility, including working flexibly at evening and weekends to meet business needs
15. Support and contribute to the overall aims of the organisation carrying out all duties with full regard to the policies of the Powerhouse
16. Promote an equal opportunities culture to ensure fairness of treatment to all staff, young people parents/carers & visitors with standards of behaviour based on treating individuals with dignity.
17. Working closely with the CEO and Board of Trustees, including attending Board meetings on a regular basis to present operational reports; working closely with the CEO to progress the Powerhouse vision
18. Contribute to organisational policies and procedures to meet statutory requirements including Equality, Safeguarding, Health & Safety, Confidentiality and Data Protection.
19. To ensure that your conduct in and outside of work does not conflict with the professional expectations of the organisation.
20. Post holder to undertake any other reasonable duties commensurate with the post.

**Equal Opportunities:**

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To ensure compliance with all Equal Opportunities legislation and good practice. To actively promote equality and diversity within all service provision and activities.

**Health and Safety:**

To ensure compliance with all relevant Health and Safety legislation and guidance.

**Supervision and Support:** To participate in regular supervision sessions.

**General:**

Post holder is expected to:

- Work within Powerhouse’s values, ethos, and vision
- Lead operational team meetings.
- Contribute to the development of the Powerhouse.
- Work in accordance with the Powerhouse policies and procedures
- To identify and attend relevant training as required.
- To work in accordance with all relevant legislation
- Undergo a DBS Enhanced check to enable work with vulnerable adults and children.

**Additional Information:**

Powerhouse is open seven days a week. We are a public building, which operates a diverse range of cultural and commercial activities. The post holder will need to be comfortable working in this environment.

**Powerhouse Values**

The Powerhouse brand is unique and is driven by the following shared values which are clearly articulated. Ability to master and represent our vision and values is therefore important.

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| <b>Welcoming</b> | A friendly place where everyone is welcome, and diversity is celebrated. Young people can be themselves in a safe space |
| <b>Inclusive</b> | Offer support and activities to all young people inc. young carers, care experienced, asylum seekers, LGBTQ+, SEND.     |

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| <b>Collaborative</b> | A space where organisation’s work together to get the very best outcomes and opportunities for young people. |
| <b>Empowering</b>    | We empower young people and those who work with them to achieve their full potential and thrive.             |

**Person Specification: Operations Manager**

**The successful candidate will:**

| <b>Desirable Skills</b>  | <b>Essential Skills</b>  |
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| Solid business acumen, good commercial understanding and awareness | Excellent interpersonal skills with the ability to communicate in a pleasant and professional manner, with a wide range of building users including young people, both written and verbally. |
| An understanding of the needs of local residents                   | Reliable & flexible: willing and able to work outside normal office hours on an occasional basis including evenings and weekends   |
| Knowledge of local area  | Qualified to degree level or equivalent professional qualification or relevant experience  |
| Experience of working with a charity Board of Trustees             | Experience of managing the maintenance of community or public facilities to statutory operational standards whether through deployment of internal staff or use of external contractors      |
|  | Knowledge of Health & Safety legislation, compliance, reporting for customer-based activities  |
|  | Working knowledge of Microsoft Office and a confident user of technology.  |
|  | Designated Safeguarding Lead or willingness to gain in first year of employment  |
|  | Fire Marshal Qualification or willing to gain in first year of employment  |
|  | First Aid Qualification or be willing to gain to gain in first year of employment  |

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|  | A dynamic individual with a 'can do' positive attitude and approach  |
|  | Able to Lead and motivate a team and work with other Managers to meet the needs of the service   |
|  | The ability to deal with emergency situations with calmness and authority  |
|  | Ability to provide leadership, organization and supervision to a staff team. Provide coaching and support to staff as required including appraisal and supervision |

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|  | Awareness and skills in assessing safeguarding and risk management related to working with young people   |
|  | An appreciation of, and commitment to, the culture and philosophy of young people achieving their potential and understanding through high quality youth work practices |
|  | The ability to work alone with minimum supervision  |
|  | Commitment to equality of opportunity and valuing diversity   |
|  | Willing to undergo a DBS Enhanced check   |