



TITLE: Operations Manager

SALARY: 35 -40k Dependent on Experience 37 hrs FTE

BASED: Home-based (remote)

WORKING PATTERN: Mon – Fri core hours (10 am – 3 pm) must be worked.

REPORTING TO: CEO

KEY ACCOUNTABILITIES:

Oversee the delivery of our client services and management of our volunteer journey.
Managing the day-to-day support for volunteers.
Lead on developing systems to ensure the team delivers an effective service.

Role Responsibilities

Manage the volunteer scheme: overseeing recruitment, onboarding, induction, training, and leaver processes.
Develop an in-house scheme for reward & recognition, identifying both internal and external opportunities.
Provide advice regarding specific client requests for service or appropriate authorisation for panels' involvement.
Provide crisis intervention support to panels where requested.
Liaise closely with Chairs on developing plans for their panels and suggest remedial action where any immediate risk is identified.
Create and update internal guides, policies, and procedures, and monitor and evaluate panels' adherence.
Working with others, provide data for performance analysis and risk identification.
Contribute to volunteer newsletters and oversee the management of volunteer content on the website.
Provide monthly statistics on volunteer recruitment.
Line Manage referrals, volunteer recruitment and administrator team.

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PERSON SPECIFICATION

Skills & Experience	Essential	Desirable
Effective written and oral communication skills with a variety of stakeholders.	x	
Success in volunteer recruitment, training, and recognition	x	4 years + experience
Development of productive relationships with volunteers	x	4 years + experience
Staff management experience.	x	2 years+ experience
Volunteer support experience	x	
Project management experience		x
Experience of working in a charity undergoing change		x
Experienced in working in a people-facing role/organisation	x	
Ability to take the initiative and responsibility to get things done, individually and as part of a team.	x	
Ability to build and maintain effective relationships at various levels across the organisation	x	
Organisational skills and attention to detail	x	
Ability to plan and manage several simultaneous activities and deal with conflicting priorities to meet targets and changing deadlines.	x	
Ability to remain calm under pressure and to be solution-focused.	x	
Experience of effective use of Office 365 programs	x	