



Job description

Job title:	Operations Director
Responsible to:	Board of Trustees
Salary:	£35,000 - 40,000 per annum dependent on experience
HOURS:	35 hours per week, flexitime policy operates. Commitment to travel as necessary. 25 days annual leave plus public holidays.

Main purpose of the role:

To provide inspiration and leadership to The Gap, supporting and enhancing its values, aims, and objectives.

Scope and dimensions:

Reporting to the Board of Trustees, this role will work with the trustees to own and lead the Strategic Plan. Managing and monitoring business objectives within the plan. Ensuring the future viability of The Gap Wales.

To ensure The Gap is represented in appropriate forums and personally represent the organisation at the highest levels as required.

Key Accountabilities:

- Develop & deliver strategy.
- Effectively manage the team.
- Lead income generation.
- Effectively communicate & manage organisation.
- Provide good governance.
- Collaborate with the Board of Trustees.

Develop & deliver strategy:

- Design & deliver (as agreed with the Board of Trustees) an Organisational Strategy & Strategic Plan to achieve the direction and goals agreed for The Gap.
- Ensure an effective Marketing Strategy is in place, using all appropriate media types to raise profile of The Gap & generate required income for Organisational Strategy.
- Collaborate with all the team to design and deliver the above strategic objectives, plus develop and maintain relationships with other charities & organisations with similar goals.

Effectively manage the team:

- Lead and develop an effective and motivated team, ensuring that the team consistently achieves goals and sustains the desired level of performance.
- Ensure that all aspects of team management are carried out in line with our policies and practices including, recruitment, induction and probation, training, sickness absence, equality and diversity, health and safety and communication.
- Provide feedback on performance including undertaking an annual appraisal of staff and review and identifying training and development needs

Lead income generation:

- Lead income generation work through a range of fundraising activities including writing funding applications and encouraging supporters to donate.
- Develop and implement a robust Fundraising Strategy that reflects strategic priorities and achieves a sustainable financial position for The Gap for next 3 years.
- Create effective partnerships with private, public, and voluntary sectors to create mutually beneficial outcomes, both financial and strategic.

Effectively communicate and manage organisation:

- Lead on MEL work for the organisation including consultation with advisory groups. Ensure appropriate KPIs are used throughout the organisation to achieve targets.
- Lead on communication for the organisation including creation of the annual report and use of social media. Foster effective internal and external communication, ensuring staff are made aware of key developments and decisions.
- Maintain overall responsibility for the assets of The Gap including its data, IT systems and equipment, ensuring these are deployed & maintained to best effect.

Provide good governance:

- Ensure the organisation is managed in accordance with the highest standards of good governance while achieving its aims.
- Lead on the identification and management of risk, including maintaining up-to-date Risk Register and ensure policies and procedures are in place for the effective operation of the organisation.
- Ensure financial processes are developed and implemented to secure the future of the organisation, inc. authorisation of funding applications, budgets & cost control.

Collaborate with the Board of Trustees:

- Develop a strong and effective working relationship with the Board of Trustees. Meet regularly with the Chair and represent team at the Board meetings.
- Keep the Board informed of all relevant matters. Prepare and present a written report for each Board meeting on policy, financial, and strategic, development, and other matters.
- Ensure accurate financial data on income and expenditure, budgets and forecasts are maintained and provided to the Board of Trustees in a timely fashion.

Undertake any other duties as required which are appropriate to the work of The Gap and, bearing in mind the developing nature of the service, are commensurate with the responsibility levels of the post.

The duties in this job description are not exhaustive and may be altered at any time to reflect the changing needs of the organisation.

The Gap is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.

The Gap is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Christian ethos of our organisation

Having been set up by Bethel Community Church, the aims and objectives of The Gap are motivated by a Christian ethos. Although there is no requirement for trustees, staff or volunteers to be practicing Christians, they are expected to not do or say anything which would undermine that ethos.

Remote working

Although on-site people management is an important part of this role, there is also the opportunity to work remotely every Friday.

Person Specification – Operations Director

The ideal candidate:

- The ability to lead and develop an established motivated team.
- A strategic thinker with experience of successfully engaging external stakeholders.
- Excellent interpersonal skills to establish rapport, credibility, and relationships internally and externally.
- Strong track record in fundraising including writing successful bids.

Skills, knowledge and experience

- Experience in motivating, managing, and developing people with a compassionate and empathetic approach.
- An understanding or awareness of the refugee and asylum landscape in Wales.
- Demonstrable track record in bid writing.
- Experience of writing and delivering reports and presentations for multiple audiences
- Strong interpersonal skills and ability to communicate with and influence and negotiate with others effectively at all levels, internally and externally.
- Values driven, high standards of integrity and professional/ethical standards.
- Possess a track record of effective leadership and operational delivery.
- Experience of balancing competing needs, ensuring priorities and strategic aims are met.
- Experience of translating vision and strategy into deliverable activities, services, and programme of work.
- Experience of planning, managing and evaluating financial performance.
- Strong stakeholder management at all levels. *
- Welsh language speaker/writer. *

* Desirable