

## ROLE DESCRIPTION

### Operations Manager

4 days or 30 hours per week (flexible), remote with very occasional travel.

Salary £40,000 for 4 days/30 hours

### About the role

Antibiotic Research UK is the UK patient organisation for people impacted by antibiotic and antimicrobial resistance (AMR). Our legitimacy comes through our small-scale research projects, our engagement with patients and their families, and from our direct support of patients through our information service and peer-support activities.

ANTRUK seeks to empower patient, families, and carers to have their voices heard on matters that affect their lives and to be able to influence research priorities, policy and implementation changes at government level, and changes in NHS practices across the four nations of the UK.

The Operations Manager role, currently reporting direct to the Chief Executive, ensures successful delivery of all operational aspects of the organisation's services, including grant-funded projects. It also includes back-office services including governance, performance management and HR.

### Role dimensions

1. To ensure the charity complies with all aspects of charity and limited company governance requirements, including the submission of relevant returns.
2. To manage the processes associated with Board governance including AGM/EGM's, Board and committee meetings, Trustee recruitment/induction.
3. To ensure the organisation has in place a suitable, proportionate suite of policies and procedures to guide its safe and effective operations.
4. To act as Data Controller and ensure compliance with GDPR across the organisation.
5. To manage the organisation's Complaints procedure.
6. Internal coordination of organisational HR matters including performance management and grievance processes.
7. To oversee the organisation's safeguarding system.
8. To oversee the organisation's procurement processes and contract's register.
9. To manage external relationships with outsourced suppliers, including HR.
10. To ensure the organisation has in place future development plans for all aspects of resources - people and systems.

11. To lead on the organisation's annual planning process.
12. To lead on the process calling for new research proposals, to set up evaluation panels and to monitor progress of research projects, including reporting to the relevant committee and Board.
13. To have overall responsibility for the availability and quality of direct services provided by the organisation.
14. To ensure that services provided reflect the diverse needs of patients and families living with the impact of AMR.
15. To lead a high-performing operational team including recruitment, induction, and professional and personal development.
16. To oversee the development of an internal performance framework and to produce regular reports for the organisation's CEO and Board of Trustees.
17. To manage services in line with grant-funding conditions and to have overall responsibility for the development of funder reports.
18. To actively participate in evaluation of the impact of the charity's services and to produce the annual impact report.
19. To contribute to the development, growth, and sustainability of the organisation.
20. To occasionally attend meetings to talk about the charity's services, virtually or, more rarely, in person
21. To attend occasional meetings of charity staff and other stakeholders.
22. Any other reasonable requirement of the role.

#### Essential criteria to succeed in the role

1. Good technical knowledge of all key aspects relating to the role, especially governance and compliance.
2. A minimum of 3 years' relevant experience at managerial level.
3. A strong leader; an exemplar for excellence in service provision.
4. Well-organised and able to manage multiple competing priorities.
5. Good team management skills.
6. Excellent written and spoken English.
7. Numerate and data rational
8. Good report writing skills.
9. A commitment to staying up-to-date with relevant knowledge and practice.
10. Excellent ICT skills, including MS Excel, and willing to learn and adopt new systems.
11. A positive attitude to the development of services and the charity as a whole, constantly looking for ways to improve services for internal and external stakeholders.
12. Collegiate and cooperative with a "one-team" approach, valuing the skills, experience, and ideas of colleagues across the organisation.

13. A real interest in AMR and how ANTRUK as a charity makes a difference to patients, families, and carers in the UK context.

plus

14. The ability and flexibility to travel occasionally to attend meetings.

Desirable

1. Experience of working in the charity sector.
2. Knowledge and experience of Quality systems.