



Time & Talents

Senior Operations Manager

Do you want to help build a world where everyone feels part of a community?
Do you have a track record of business and operations in the third sector?
Are you an inspiring and experienced senior manager?

If you answered yes to all of the above, this could be the role for you!

We're looking for a part-time Senior Operations Manager with extensive operational, business, Health & Safety, IT and HR experience. A member of the Senior Management Team, this person will play a vital role in enabling Time & Talents to deliver our strategy, maintain best practice and develop robust long-term plans.

What we do

Time & Talents is a lively, busy community centre in the heart of Rotherhithe, SE16. Set in a leafy heritage building, and 'T&T2', our second venue in Surrey Quays Shopping Centre, we offer something for everyone. With a history of 137 years of supporting people of all ages in Rotherhithe and Bermondsey, we bring people together for mutual support, fun and friendship with a wide range of services and activities for older people and other adults, along with volunteering and children and families' projects.

T&T has grown substantially over the last 5 years, and we are in an exciting time for the charity. We are reviewing our long-term aims and changing local needs to ensure programme delivery continues our extensive track record of positive outcomes. We also need to review our current contracted provision and best practices in the charity's business and operations.

We are strengthening our offer whilst staying focused on our aims: ensuring that *everyone* feels part of a community and that no one is isolated or lonely. We are looking for a fresh pair of eyes to help us maintain best practice in our work.

The role

In this role, you'll:

- Hold responsibility for T&T's internal business and operations functions
- Motivate and manage the operations team
- Contribute to the wider organisation as a member of the Senior Management Team
- Act as Deputy Safeguarding Lead for the organisation



About you

You are passionate about the power of community to connect and support people. You have a track record in driving the excellent delivery of grant-funded community programmes in the third sector. You have demonstrable experience in charity finance, leadership and internal operations. You're an emotionally resilient and experienced leader with a growth mindset and plenty of grit. You're flexible, accountable, take responsibility, are highly organised and skilled in multitasking and balancing priorities.

About us

We are an energetic, experienced, and passionate team of 18, with a strong sense of shared purpose and a lively sense of humour. You'll have the chance to make a big contribution to a growing, ambitious and innovative organisation which has doubled its reach and impact in recent years.

This role is part-time, with flexibility for regular evening and occasional weekend working.

Time & Talents is wholly committed to inclusion and diversity, and to building a culture and environment where everyone is appreciated for the unique person that they are. We actively encourage applications from a broad range of backgrounds and experiences.

If you would like an informal chat about the job, please email recruitment@timeandtalents.org.uk with your phone number and a suitable time for us to call.

The closing date is 09:00 Tuesday 28th May.

TO APPLY: All applications to be submitted online through [CharityJob](#). Send a CV and a cover letter of no more than two sides of A4, explaining why you want the job and how your experience relates to the job description and person specification.

IMPORTANT: We'll use cover letters to assess applications alongside CVs. Please ensure you take the time to include a well-written cover letter as detailed above. **We won't assess applications without a cover letter.**

INTERVIEWS: First round interviews will take place on Thursday and Friday 12th and 13th June. Shortlisted candidates will be invited to a second interview on Thursday 20th June.



Senior Operations Manager Job Description and Person Specification

Purpose of the role

This senior post is an exciting opportunity to play a vital role in enabling Time & Talents to support *everyone* to feel part of a community, where no one is left out or left behind. Responsible for the business and operational functions of the charity and with direct reports for Finance, Buildings and Operations functions, the post-holder reports directly to the CEO and is a key member of the Management Team alongside the Senior Service Managers

The role combines strategic thinking and operational activity, including hands-on management and oversight of internal operations such as human resources, IT, premises, bookkeeping and administration. The post-holder will have an excellent track record of charity leadership and operations and a strong understanding of charity finance. The post holder will work with the CEO to ensure robust long-term planning, risk management and compliance.

Reports to: CEO

Line manages: Finance & Fundraising Administrator, Facilities Manager, Buildings & Operations Administrator

Salary: £26,400 - £27,600 per annum (pro rata from £44,000 - £46,000) depending on experience

Hours: 22.5 weekly (3 days per week)

Annual Leave entitlement: 25 days plus bank holidays (pro rata)

Pension: Matched contribution up to 5%

Term: Permanent

Probation: 6 months

Key responsibilities

- Internal business and operational management
- motivate and manage operations team
- contribute to the wider organisation as a member of the Senior Management Team
- act as Deputy Safeguarding Lead for the organisation

Specific responsibilities

Business and Operational Management

- Ensure appropriate information, advice and analysis is given to the CEO in relation to finance, human resources, IT, risk, health and safety, premises and other areas of internal operations
- Manage the day-to-day working relationship between T&T and its external accountancy consultants, including line managing the Finance & Fundraising Administrator
- Enable the Service Managers to access and understand relevant financial reports
- Manage the Human Resource, risk, health and safety and IT functions, ensuring excellent database support across the organisation, acting as the staff Data Officer and taking responsibility for GDPR



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- Manage the charity’s premises: line managing the Facilities Manager, dealing with all lease and building issues and ensuring a safe environment for staff, volunteers and service users
- Line management of Buildings & Operations Administrator, who is responsible for coordination and promotion of spaces use; maximization of hire income; line management of cleaners; HR and other operations administration support
- Monitor space hire and income, ensuring competitive pricing / affordability
- Lead, facilitate or contribute to improvement and development of projects across the organisation as required

People Management

- Provide leadership to line managed employees, encouraging and motivating them to achieve their objectives.
- Support team managers to plan and manage employee resources to ensure appropriate staffing and long-term retention of talent
- Monitor and manage employee performance and conduct annual performance reviews; coach and mentor employees as appropriate to improve performance

As a member of the Senior Management Team:

- Promote collaborative working across the organisation
- Act as Deputy Safeguarding Lead, supporting Deputies to understand and fulfil their responsibilities and to ensure the safeguarding of children and vulnerable adults at T&T

Additional Requirements

- Attend staff meetings, work proactively with the team, and contribute to the wider activities of the organisation
- Work with other staff on ad hoc projects and activities relating to your work
- Undertaking general tasks at the request of the line manager in order to maximise the smooth running of the charity and its work
- Providing cover for colleagues by agreement with the line manager in the event of staff sickness, leave, vacancies or other such temporary situations
- Taking appropriate responsibility under the Health and Safety at Work Acts and complying with all other Time & Talents policies
- Participation in evening and/or weekend events and meetings as needed
- Any other activities as deemed appropriate by the line manager

Person Specification

	Essential	Desirable
Qualifications (academic, technical and professional)	NVQ Level 5 Management and Leadership qualifications or equivalent experience of operational management	
Experience (work and tasks)	Experience of managing operational activities, including facilities maintenance needs, contracted services, and HR functions Experience of managing employees across multiple projects with differing deadlines and documenting/ reporting requirements	Experience of working or volunteering in the voluntary / community sector, ideally



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	<p>Proven track record of business planning, budget holding and financial management</p> <p>Successful experience in managing and motivating teams</p> <p>Experience and knowledge of Safeguarding both Children and Vulnerable Adults</p>	<p>with people with a wide range of needs and abilities</p> <p>Experience of working as Designated Safeguarding Lead</p>
Skills (eg. PC, driving)	<p>Understanding of current legislation and employer obligations around IT, HR, GDPR, and Health & Safety</p> <p>Excellent relationship-building and teamwork skills, both inside and outside an organisation</p> <p>Highly organised with excellent attention to detail and ability to multi-task, working to meet objectives and deadlines</p> <p>Excellent written English, numeracy, digital literacy and IT skills including CRM/database systems, MS Office and Office 365 with proven ability to learn new systems</p> <p>Ability to be self-sufficient - comfortable working remotely from some (or all) colleagues</p>	Full clean D1 driving licence
Competencies / behaviours	<p>Friendly, positive and personable manner with a high level of energy and enthusiasm</p> <p>Emotionally resilient, excellent interpersonal skills and ability to deal with wide range of people</p> <p>Strong affinity with the mission and values of Time & Talents and the voluntary and charity sector</p>	

COVID-19: the safety and wellbeing of our employees remains a top priority. Therefore, depending on Government restrictions on social distancing, office working and travel, there may be a requirement for some homeworking initially. You will therefore need to be willing and able to train/work from home and have good broadband access to do so.