

Charity Operations Manager

Role Type: Part-time, fixed term contract (3 days per week, 15 hrs) - to include Thursday evening service delivery sessions from 6.30pm - 9.30pm)

Location: South Wimbledon, London, SW19, with some home/remote working

Reporting to: Board of Trustees

Salary: £30,000 Full Time Equivalent

About The Squad Club

The Squad Club is a small volunteer-run charity that supports young people and adults with learning disabilities in South-West London through weekly social clubs on Thursday evenings. Our Thursday evening clubs provide our members with opportunities to try new activities, to learn new skills, to have a social experience with other people, to make friends, and most of all to have FUN in a safe, educational, and inclusive space, where members can be themselves and feel equal and included.

Our Thursday social clubs also give our members' families and loved one's vital rest and respite time, as many of our members' families are also full-time carers, and through our Squad Nights we know that we can also prevent our members from becoming socially isolated, as this disproportionately affects adults and young people with learning disabilities.

The Squad is a hyper-local micro charity, and we are looking for an individual who is passionate about helping people, making a difference, and supporting the Squad's local area. We are a small organisation which is mostly volunteer run, so we are looking for someone who is enthusiastic, adaptable, and happy to roll up their sleeves and wade in to help in all areas of the charity when required.

The Role

This is a new role for our charity, and we are looking for an individual with experience line-managing people and/or operational delivery/service delivery, ideally within a small charity setting, however we would be interested in hearing from experienced professionals with transferable skills.

The successful candidate will oversee the day-to-day operational running of the charity, ensuring Thursday evening Squad sessions are delivered to a consistently high standard and that the charity is compliant with all relevant legislation and internal policies. They will have direct line-management responsibility of our two part-time group leaders who lead our Thursday evening sessions and who liaise directly with our members. The role will also include overseeing and driving forward initiatives around volunteer recruitment and onboarding for The Squad, plus supporting fundraising opportunities on an ad hoc basis.

This role is for 15 hours a week (0.4 equivalent), which will include Thursday evenings 6.30 - 9.30pm. As we are a flexible employer, exact working patterns can be agreed with the candidate.

Core role responsibilities

- Manage the day-to-day operational activities for the charity
- Line manage and support the charity's two group leaders (p/t) to fulfil their roles and develop their skills (remotely and in-person at Thursday evening Squad sessions), acting as point of contact/escalation where necessary
- Liaise with the trustee board as the interface between the group leaders and trustees, to escalate any issues and provide regular reports & updates on operational matters relating to the Squad
- Support delivery of Thursday evening club sessions from approx. 6.30pm-9.30pm
- Create and drive forward initiatives to recruit new volunteers to support the charity
- Support onboarding and introduction of new volunteers at Squad Thursday evening sessions
- Support with organising initiatives to engage and develop current volunteers, ensuring they have a great experience as part of volunteering with the Squad
- Oversee DBS checking of staff, trustees and volunteers
- Work with leaders to maintain updated DBS & member records on charity's database systems.
- Develop, manage and implement processes and procedures to ensure the charity runs efficiently and maximises our impact.

Additional responsibilities:

- Support drafting Risk Assessments where necessary
- Liaise with building management when necessary to request for any maintenance issues to be resolved.
- Support the trustee board to develop fundraising opportunities to generate income for the charity.
- Oversee policy drafting, implementation and updates with the trustee board.
- Collate reports from the charity's group leaders around Operations and the charity's services to feed into trustee board meetings as requested.

Experience and Skills Required:

Essential Requirements:

- Experience line-managing people.

- Experience managing operational delivery/service delivery, ideally within a small charity setting, however we would be interested in hearing from experienced professionals with transferable skills.
- An enthusiasm to get stuck-in to all areas of the charity, especially how we deliver our services to our beneficiaries/members
- An individual who is enthusiastic, adaptable, and happy to roll up their sleeves and wade in to help in all areas of the charity when required.
- An organised individual with good time management and prioritisation skills
- Good communication skills and ability to work collaboratively with stakeholders at various levels of the charity (trustees, group leaders, volunteers, members, members' families)
- A friendly, outgoing, and open-minded individual
- IT literate, with ability to use MS office programs and be trained to use the charity's bespoke database systems.

Desirable:

- Experience working with vulnerable individuals e.g., adults or young people with learning disabilities or physical disabilities.
- An understanding of the importance of governance for a charity.
- Safeguarding experience.
- Fundraising experience.
- Policy writing experience.
- Experience working with volunteers.

This is a rewarding role and you'd be joining a friendly, committed team of individuals.

To apply please send your CV and a covering letter outlining why you are interested in this role and how you meet the needs of this Job Description.

For more information, please contact recruitment@thesquad.org.uk.

The Squad is committed to the safeguarding of our members. The successful appointee will be subject to an enhanced Disclosure and Barring Service (DBS) check.