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**Living Options Devon - Job Description**

**Job Title:** Operations Manager

**Responsible to:** CEO

**Hours:** 37 hours per week

**Salary:** £30,169 FTE

**Job location:** Living Options Devon offices, Exeter

**Contract term:** Permanent

**Period of Notice:** 1 Month

Living Options Devon (LOD) is a charity and a company limited by guarantee founded over 30 years ago.Our vision is of an accessible and inclusive society in which every individual has the choice and opportunity to achieve their full potential and take part as an equal and valued citizen.

We exist to ensure people with disabilities and Deaf people, using sign language can make an active and equal contribution in society. Specifically, we:

* Encourage people to feel more informed, valued and confident to take part in society through relevant training and support;
* Enable people to identify priorities and develop user-led services;
* Engage people in effective communication with local/national service commissioners and providers; and
* Empower people to raise awareness of what society needs to do to provide equality of opportunity both locally and nationally.

We believe in a fully accessible society where all people can enjoy freedom of choice and equality of opportunity. We operate a culture of open communication, empowerment and development, where individual differences and abilities are respected, and people are encouraged to achieve their full potential.

Living Options Devon is a user-led organisation, and we welcome and encourage applications from diverse candidates from all walks of life including disabled and Deaf people.

# Job Role

Working in close collaboration with the CEO and Executive Team, we are actively seeking a skilled and seasoned professional to join our team, taking on the role of Operations Manager for the Charity.

The successful candidate will have experience within an operations function for an organisation, ideally in the charity sector. You will have knowledge of strategic planning processes and demonstrable experience of converting strategic objectives into operational plans. It is essential that the postholder has experience of running the HR function of an organisation and demonstrated experience leading a team.

Your primary role will be to oversee and enhance the operational efficiency of the Charity, ensuring that we make the most of our resources, deliver our impact and ensure future sustainability. In short, you’ll make sure we’re running smoothly and the whole of the Living Options Team has everything they need to do their best work. This is a key role reporting to the Chief Executive on all internal aspects of the charity.

You will be working at the heart of the organisation, leading our Hub team who provide a triage service for all our projects, offering enquirers an opportunity to learn about Living Options services and suggesting which service might best fit their needs. Together with the Hub Hosts, you will help develop and maintain a signposting service to organisations of potential interest for our service users.

The successful candidate will be responsible for driving forward all aspects of our operations, HR, digital platforms, governance, GDPR and compliance functions to ensure the smooth running of the organisation. We welcome continuous improvement so there will be the opportunity to improve and develop on current processes.

We’re on a journey as our team and organisation continues to grow and you’ll be instrumental in monitoring, reviewing and improving our operational processes to provide a more efficient service and ensure LOD demonstrates its credentials as a truly inclusive and accessible organisation.

# Key Responsibilities

**Operations Management**

* Support the Executive Team and Project Leads with the day-to-day operations of the charity, developing and implementing operational policies, procedures, and strategies to enhance productivity and reduce operational costs, ensuring efficiency in all processes.
* Work with the CEO to help deliver LOD’s strategic planning and annual operational planning, ensuring our vision and mission is effectively translated into operational goals and initiatives.
* Responsible for all aspects of day-to-day office management, including general clerical duties and occasional reception cover, ensuring our team have a well-managed space to meet and work together.
* Manage and support the Hub team to provide a high quality first point of contact for our service users, clients and general enquirers, and develop and maintain an effective triage and signposting service.
* Oversee all premises management, including timely reporting of maintenance issues, liaising with Landlord agents on issues relating to the building, be responsible for all matters relating to security, and liaise with waste management and cleaning contractors as required.
* Ensure proper documentation and record-keeping for operational processes, including fire instructions, health & safety policy, compliance reports and fire risk assessments are up to date and accurate.
* Administer and promote our room bookings for LOD staff and external partners.
* Liaise with external partners, suppliers, and stakeholders to maintain positive working relationships.
* Develop and manage future projects in line with service user needs and requirements.

# Human Resources

* With the CEO, develop and deliver a People Strategy to include staff development and training, wellbeing and support, ensuring that LOD is a supportive, inclusive and accessible environment in which individuals can thrive individually and collectively.
* Develop and deliver our recruitment, induction & onboarding, internal training and employee engagement initiatives, ensuring all records are kept up to date.
* Ensure all policies are kept up to date and regularly reviewed.
* Address employee relations issues and provide guidance on HR policies and procedures.
* Collaborate with our external HR advisor to ensure compliance with employment laws and regulations.

**Digital Transformation and support**

* Lead on our digital transformation work, systems and tools, supporting our team to work collaboratively and effectively.
* Co-ordinate our IT/digital equipment in liaison with our external providers, including keeping an up-to-date inventory and liaising with staff and volunteers to ensure they have suitable and sufficient equipment for their needs.
* Manage and oversee the Charity’s CRM database and maintain accurate and up-to-date client and service user data.
* To assist in the development and maintenance of a central signposting database for the charity.
* To ensure all information and advice is provided in a fully accessible way in accordance with the Access Policy and Service Users’ preferences.

# ****Governance and compliance****

* Alongside our CEO, act as a main point of contact and support for our Board of Trustees, ensuring our organisational governance is solid.
* Ensure our Board and sub-committees are effectively managed and delivered.
* Support the recruitment, induction and ongoing training of our Trustees.
* Work with the CEO to ensure we’re compliant with all relevant requirements such as GDPR, maintaining effective internal policies and procedures, and managing organisational risks effectively.

# ****Health and Safety****

* Be responsible for health and safety policies and processes within the organisation, to create a safe working environment.
* Conduct regular risk assessments and coordinate training programmes to ensure staff awareness and compliance.
* Investigate and report incidents and implement corrective actions to prevent reoccurrence.
* Work with our outsourced H&S consultant to ensure LOD meets legislative requirements.
* Ensure first aid staff have up to date training.
* Arrange PAT testing of electrical equipment and servicing of loop systems, weekly fire alarm tests/fire drills and procedure and ensure Fire Extinguisher contracts are carried out annually.

**Other Duties**

* Attend and participate in regular staff and team meetings.
* Attend appropriate training courses where identified.
* Attend and participate in regular work appraisals and any other support systems as appropriate.

**NB:** The above list is indicative and not exhaustive. The post-holder is expected to carry out all such additional duties as are reasonably commensurate with the role.

# Person Specification

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Knowledge** |
| High level of literacy and numeracy | 🗸 |  |
| Knowledge of the strategic planning process and experience of converting strategic objectives into operational plans. | ✓ |  |
| Working knowledge of digital platforms and Office 365 functionality: including Word, Excel, databases, Outlook and use of internet | 🗸 |  |
| Knowledge of Customer Relationship Management databases |  | 🗸 |
| Knowledge of disability issues |  | 🗸 |
| Knowledge of legal and regulatory requirements relevant to charity organisations (e.g. GDPR, H&S etc). |  | ✓ |
| Understanding of strategic risk management and governance. |  | ✓ |
| **Experience** |
| Responsibility for an operations function of an organisation | ✓ |  |
| Relevant professional qualification or knowledge and ability at an equivalent level of running the HR function of an organisation and of developing people and culture strategies. | ✓ |  |
| Line management experience | 🗸 |  |
| Experience of successfully leading a team and demonstrated experience of how to stretch people and strengthen their confidence. | 🗸 |  |
| Experience of leading organisational change initiatives (for example implementation of new digital systems or processes). |  | ✓ |
| Experience of working with people with a disability |  | 🗸 |
| Previous experience of delivering information and advice services |  | 🗸 |
|  | **Essential** | **Desirable** |
| **Skills and Behaviours**  |
| Strong organisational skills with the ability to juggle multiple priorities and work at pace | ✓ |  |
| Extremely high degree of personal integrity and ethical standards | ✓ |  |
| Ability to build trust and strong stakeholder relationships internally and externally | ✓ |  |
| Flexibility and adaptability to navigate a dynamic landscape with high resilience to deal with unexpected challenges. | ✓ |  |
| Solution focussed problem solving mentality, always seeking to improve and find innovative solutions. | ✓ |  |
| Proficient with digital technology, in particular Office 365. | ✓ |  |
| Clear individual commitment to equality and proactively promotes equity, diversity and inclusion throughout your work and a supportive working environment. | 🗸 |  |
| Good communication skills on the telephone, in writing and face-to-face | 🗸 |  |
| People Management and Leadership skills | 🗸 |  |
| Understanding of the challenges of operating in the disability space with sensitivity and empathy to the wellbeing needs of colleagues. |  | ✓ |
| Risk assessment skills |  | 🗸 |
| **Other** |
| Willingness to act as a team player but motivated when working alone | 🗸 |  |
| Flexible and co-operative attitude to work routine and variety of tasks | 🗸 |  |
| Interest in disability and Deaf issues | 🗸 |  |
| Personal experience of disability or Deafness |  | 🗸 |