

MALDON & DISTRICT COMMUNITY VOLUNTARY SERVICE

Operations Manager

Job description

Job Title:	Operations Manager
Responsible to:	Director
Place of Work:	Maldon
Salary:	£33,700 per annum
Hours:	37 hours per week

Purpose of Post:

To support the development and management of MDCVS charity activities and services with a particular focus on the operational delivery and strategic development of community-based projects. The operations manager will be responsible for developing and delivering projects that further the mission of Maldon and District CVS to create thriving, connected and healthy communities. This will include considering the strategic direction of MDCVS and working in partnership with communities, cross sectors, the MDCVS director and trustee board to create projects and opportunities that benefit the community and contribute to the sustainability and impact

The role will also include responsibility for overseeing operational project delivery including provision of line management of project staff, volunteers and voluntary sector organisations, promoting good practice by keeping up with current trends, needs and developments locally and nationally, managing budgets, aligning activities to organisational and funding priorities and preparing reports demonstrating progress and impact.

The operations manager will also be available to act as a deputy for the MDCVS Director as required.

Main Duties

I. Strategic development of community projects

- Work with the M&DCVS director and trustee board to explore opportunities for community projects that align with the M&DCVS charitable objectives and vision.
- Keep appraised of key locality and population data to understand local need to inform a strategic approach to project development and hosting.
- Identify gaps in provision and work in partnership to support the creation of activities to meet needs
- Monitor the impact of community projects and explore development opportunities to further impact and sustainability

- Provide insight to the M&DCVS Director and board on viability/successes of projects to inform future planning
Develop quality relationships with partners across all sectors to embed M&DCVS as a trusted and respected delivery partner.

2. Operational Oversight of projects

- Provide line management, encouragement and guidance to project officers who will support the delivery of activities for the community
- Keep apprised of project activity and ensure staff resources are appropriately deployed in relation to skills, funding and staff development
- Ensure project are delivered successfully within budget and with all monitoring and reporting requirements for funders are met within specified timeframes.
- Lead in volunteer recruitment, onboarding and ongoing management for MDCVS across all projects to ensure high standard of support in place for volunteers
- Represent MDCVS and the projects team at community events.
- Lead on crisis support service including supporting assessments of needs and signposting, maintaining stock levels, managing partnership meetings and facilitating volunteer response.

3. Deputising for the M&DCVS Director

- Attend regular management meetings with the M&DCVS Director, and Trustee board as appropriate, to keep apprised of M&DCVS strategic direction and future planning.
- To attend meetings and engage in work to deputize for the M&DCVS director by agreement

4. Adhere to M&DCVS policies and procedures and organisational quality standards

- Ensure that activities are accessible and conducted in a non-discriminatory way in accordance with M&DCVS's Equal Opportunities policy.
- Assist the Director to ensure that work is managed in accordance with the relevant health and safety, confidentiality and data protection policies
- Ensure the maintenance of confidentiality in respect of clients and all matters relating to the services of the Charity.
- Recommend ideas for improvement or development in order to deliver an enhanced service.

5. Undertake other reasonable duties as may be required

Note: This job description is subject to change (with reasonable notice) when appropriate and with prior consultation with the post holder.

Person Specification – Operations Manager

Essential Criteria

Experience and Knowledge

- Experience in developing and delivering community-based projects.
- Experience in managing staff and volunteers, including recruitment, onboarding, and supervision.
- Strong knowledge of the voluntary and community sector, including local and national trends.
- Experience in partnership working with various stakeholders across sectors.
- Experience in preparing reports demonstrating progress, impact, and outcomes for funders.
- Knowledge of safeguarding, health and safety, data protection, and equal opportunities policies.

Skills and Abilities

- Strong leadership and team management skills.
- Ability to think strategically and identify opportunities for service development.
- Excellent communication skills, both written and verbal, to engage with diverse audiences.
- Ability to work under pressure, manage multiple projects, and meet deadlines.
- Problem-solving skills with a proactive and solution-focused approach.
- High level of organisational and planning ability.
- Ability to work independently and as part of a team.
- Strong IT skills, including proficiency in Microsoft Office and project management software.
- Driving licence and confidence in driving a small van.

Personal Attributes

- Commitment to the values and mission of MDCVS.
- A positive, adaptable, and flexible approach to work.
- Confidence in representing the organisation at external events and meetings.
- Professional, reliable, and able to maintain confidentiality.

Desirable Criteria

Experience and Knowledge

- Experience in a senior operational or management role within the voluntary sector.
- Experience in fundraising and securing grant funding for community projects.
- Experience in developing and implementing policies and procedures.
- Understanding of local government and statutory agencies in relation to community services.
- Experience in managing budgets and ensuring financial accountability within projects.

Skills and Abilities

- Ability to analyse data and use it to inform project development and strategic planning.

- Experience in public speaking and delivering presentations.
- Experience in using CRM or volunteer management systems.