A logo with a hand and text

Description automatically generated**Stay Safe East**

**Operations Manager**

**Job Description and Person Specification**

**Job details**

Salary: £ 37,000 per annum pro rata

Hours of work: 21 hours per week (0.6 FTE)

Contract term: Permanent, subject to funding.

Place of work Stay Safe East offices, 90 Crownfield Road,

London E15 2BG (accessible premises).

We operate a hybrid working system.

Funded by: Three Guineas Trust

Responsible to: Chief Executive, Stay Safe East

Responsible for: Administrator, HR Officer, Finance Officer

Start date: As soon as possible

*Stay Safe East is a ‘by and for’ organisation and particularly welcomes application for this post from disabled people who reflect London’s diverse communities of faith, sexuality, culture, ethnicity and age.*

**Aims of the Post**

The Operations Manager is a member of Stay Safe East’s Management Team and oversees the day-to-day functions of Stay Safe East’s operations under the direction of the CEO and with the help of the Administrator, HR Officer and Finance Officer.

The Operations Manager is responsible for Stay Safe East’s administrative and operational functions including:

* Operational support to the CEO, Management Team, and staff
* Health and Safety management
* GDPR compliance
* Office and facilities management
* IT/Communications development
* Managing the Administrator, HR Officer and Finance Officer
* Financial control
* Supporting CEO and Board with budget setting
* Process improvement
* Compliance and risk management
* Oversight of the HR function, including recruitment
* Some support to the Board in relation to Governance responsibilities(shared)

**Ethos**

1. To work to the social model of disability and to implement Stay Safe East’s Equality and Diversity Policy, ensure a non-discriminatory approach to this role; to work within the inclusive ethos of the organisation
2. To work in the best interests of Stay Safe East, its staff, Board and clients and in line within its ethos and values
3. To exercise probity and honesty in all matters

**Main tasks**

1. **Operational Support to the CEO and Management Team**
2. Manage and develop operational systems to support the effective delivery of Stay Safe East services as the organisation grows; conduct bi-annual review of Stay Safe East’s internal operational processes, including reviewing contracts and monitoring systems
3. Support the CEO and Management Team in effective management of supplier contracts and the building lease, ensuring legal, regulatory, and contractual compliance for each contract.
4. Work with the CEO to manage data collection and storage in line with current GDPR and Data Protection Regulations
5. Take account at all times of the need for accessibility of information, communication, and processes
6. **Human Resources and Health & Safety**
7. Manage Stay Safe East’s HR Officer
8. Support the CEO and Managers on HR and Health and Safety matters
9. In conjunction with the CEO, liaise with our HR advisers (Croner) to ensure that Stay Safe East HR, Health and Safety and other policies and procedures are compliant with the law, with current organisational needs and with our ethos; work with the CEO and Management team to ensure these are implemented effectively.
10. Oversee staff recruitment processes, including advertising, managing applications, and ensure that references and DBS checks are obtained (support from the HR officer will be available for this task)
11. Ensure all staff have current and legal employment contracts and job descriptions, and update these in line with changes in law or in conditions of service
12. In conjunction with the HR Officer, Administrator and relevant Line Manager, coordinate new employee/volunteer orientation and non-service-specific induction, including introductions, office practices, office equipment, health and safety etc.
13. In conjunction with the CEO and Management Team, maintain up-to-date and accessible HR records, including job descriptions, contracts, and other relevant and confidential personnel information, in line with GDPR. Maintain an accurate record of staff sickness and other absence, annual leave etc
14. **Office and Facilities management**
15. Manage Stay Safe East’s Administrator
16. Work with the Administrator to ensure that all office equipment is maintained and safe and that purchases are value for money
17. Liaise with the Building Facilities Manager and the local authority as landlords to ensure an efficient and appropriate working environment
18. In conjunction with the Management Team and Administrator, ensure all staff are aware of emergency evacuation, Covid safe and other procedures, and of safe working at home
19. Work with the CEO and Management Team to carry out risk assessments in relation to premises, events, working in the office, at home or out of the office, including in relation to maintaining a Covid safe working environment
20. Ensure the office premises are safe and compliant for staff and visitors
21. In conjunction with the Administrator and other staff, support organisational events ensuring they are adequately resourced.
22. **Finance**
23. Manage Stay Safe East’s Finance Officer
24. Oversee financial reporting to ensure the CEO and Board have an up to date picture of the organisation’s finances at all times
25. Work alongside the CEO and Board to ensure there are effective and secure financial processes in place.
26. With the CEO and Board maintain oversight of budgets and cash flow
27. Ensure compliance in terms of annual reporting to the Charity Commission
28. Act as an authorised signatory for day-to-day banking purposes (subject to completion of probation period)
29. Oversee financial reporting to our funders
30. **Governance** (the CEO and Chair are the leads on Governance)
31. Work with the CEO and Chair to ensure that records are kept of Board decisions and that reports, minutes and documents are circulated to the Board in a timely fashion
32. Working with the CEO and Finance Manager, ensure that Stay Safe East submits Annual Returns and Reports to the Charity Commission in a timely fashion and in compliance with the law, and that the Charity Commission is notified of changes in Board membership or other circumstances
33. **Other duties**
34. Keep accurate records of work done and provide regular updates to the CEO and other members of the management team
35. Attend supervision and annual reviews
36. Attend monthly staff meetings and occasional away days
37. Undertake relevant training as agreed with the CEO
38. Perform other duties appropriate to the post as requested by the CEO, including greeting clients and other visitors
39. Be prepared to work occasional evenings and weekends as required

**Person Specification: Operations Manager – Stay safe East**

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|  | **Essential €**  **/ Desirable (D)** |
| **Experience** |  |
| 1. Demonstrable experience of managing the operations of a charity, small business or department within a larger organisation | E |
| 1. Experience of managing staff | E |
| 1. Experience of managing an office | D |
| 1. Experience of financial oversight within a charity, small business or department within a larger organisation | E |
| 1. Experience of managing contracts (e.g. leases, supplier contracts etc), including financial reporting to funders | D |
| 1. Experience of overseeing HR & recruitment processes | E |
| 1. Experience of doing risk assessments and of office health and safety | E |
| 1. Experience of ensuring compliance with GDPR | E |
| 1. Experience of working with a Board of Trustees | D |
| 1. Experience of working in a charity or similar organisation | D |
| **Knowledge and skills** |  |
| 1. Understanding of HR law, policies and procedures | E |
| 1. Understanding of the requirements of the Charity Commission and Charity Law | E |
| 1. Excellent organisational skills | E |
| 1. Experience of maintaining or overseeing Charity financial compliance | E |
| 1. Demonstrable ability to maintain clear records | E |
| 1. A strong attention to detail and accuracy | E |
| 1. Good capacity for critical thinking | E |
| 1. Ability to work under own initiative, manage multiple priorities and deliver under pressure. | E |
| 1. Knowledge and understanding of the access and workplace needs of disabled people (training can be given) | D |
| 1. Ability to communicate effectively with the CEO, Stay Safe East team and Board members and external agencies, both in person and in writing | E |
| 1. IT proficient including Microsoft Outlook, Word and Excel | E |
| **Qualifications** |  |
| 1. A relevant professional qualification in HR, finance or administration | D |
| 1. Health and Safety qualification e.g. NEBOSH, IOSH | D |
| **Other** |  |
| 1. Personal lived experience of disability | D |
| 1. Willingness to attend evening and very occasional weekend meetings | E |