

LUTON IRISH FORUM

Operations Manager

Job Description

Hours: 35 hours per week, occasional evening and weekend work may be required for which TOIL will be given.

Responsible to: Chief Officer

Summary of Post:

The post holder will provide leadership and organisation and have experience in financial, risk, IT and centre management, recruitment and staff development. The successful candidate will have the ability to meet deadlines, prioritise, work under pressure and on own initiative in accordance with the PQASSO and Advice Service Quality Marks.

Principal Tasks and responsibilities

Organisational effectiveness

- Identify and deliver process improvements throughout the organisation to ensure cost effectiveness and streamlined systems
- Produce operational reports for the CO, Trustees and Council as and when required
- Oversee the implementation of any new policies and procedures relating to operational matters
- Provide line management to the Customer Services Officer, Volunteer Coordinator, Administrator and Cleaner seeking efficiencies through analysis of the current systems and working out a strategy for improvements where necessary
- Ensure LIF meets all statutory obligations regarding health, safety and welfare at work
- Ensure IT systems are maintained and able to support all LIF work effectively

Resource management

- Forecast accurately and monitor costs associated with all and projects
- Ensure compliance with finance policies and procedures, taking prompt corrective action to address anomalies, inconsistencies or risks
- Create and maintain comprehensive project documentation
- Identify operational risks and threats and propose actions to mitigate and manage them.
- Take on responsibilities as the Data Protection Officer, championing data protection regulations and ensuring LIF remains compliant with the Information Commissioner's Office
- Develop a Business Continuity Plan for IT and the Centre and ensure it is reviewed and regularly tested
- Manage the refurbishment and renovations within the centre and negotiate contracts
- Manage the maintenance of the centre and ensure it meets health and safety standards
- Manage cleaning, waste disposal, parking and security
- Oversee environmental improvements within the building including festive decorations
- Support the Customer Services Officer with hires within the building, setting up of

rooms, liaising with hirers and the various committees/groups

HR management

- Manage the recruitment and selection of staff
- Issue contracts for staff in agreement with the CO and Trustees
- Provide advice to support CO and Trustees on employment matters
- Chair staff and team meetings including ensuring that minutes are recorded
- Manage staff holidays, cover and emergency planning

Manage information

- Manage LIF customer relationship management databases ensuring that they are fit for purpose, manage purchasing and implementation, taking ownership of the system and ensuring best practise is maintained
- Develop and implement procedures to ensure that records are accurately maintained and errors or duplicates identified and corrected as required
- Manage and be responsible for an effective and efficient relationship with the external suppliers
- Ensure suitable IT training is provided to support colleagues in their roles
- Oversee the maintenance of financial management of day to day operational costs and future projections of operational costs
- Ensure websites are maintained

General

- Attending the Senior Management Team meetings and Trustee meetings
- Managing social/other events within the centre, including festive events
- Undertake any other duties as required by the Chief Officer and Trustees
- Support LIF commitment to equality and diversity

Person Specification

Essential

- Ability to work effectively with partners and staff at all levels
- Sound practical knowledge and understanding of budgeting and financial management
- Highly organised with the ability to plan, prioritise and manage deadlines
- Thorough knowledge of charity governance requirements and ability to ensure compliance with statutory and legal obligations
- Ability to use Microsoft Office products such as Word and Excel (or equivalent) to a high standard
- Track record of working in general management, e.g. finance, HR, business administration
- Experience in working in the voluntary sector
- Experience in managing a small team, including performance management
- Excellent interpersonal, communication (written and oral) skills
- Proven track record in devising and delivering projects
- Knowledge of the Data Protection Act
- Manage creditors and ensure clear processes are in place to minimise financial risk to LIF
- Working knowledge of employment legislation

Desirable

- Relevant management and finance qualifications are desirable
- Experience of Health and Safety management