

Operations Manager

Length of contract:	Permanent (Subject to continuance of funding)
Salary:	£35,000
Based at:	Accrington Head Office/Hybrid work pattern
Hours:	37 hours
Responsible to:	Services Director
Responsible for:	Operational Delivery

Job Overview

The post holder will form part of the wider management team and will be responsible for overseeing the development of the charity's operations, marketing, IT, and governance, ensuring systems are effective and support Advocacy Focus's mission. With technical skills in these areas, they will review and improve existing processes and establish objectives to strengthen the charity's operations.

The role requires excellent project management skills and will include the line management of Operations personnel. The Operations Manager will work across a range of projects, delegate effectively, and collaborate with both internal teams and external partners.

They will support the CEO and Services Director in ensuring operational budgets are efficiently managed by identifying cost efficiencies and helping to implement improved operational practices.

The post holder will be pivotal to the growth and development of internal operations, ensuring Advocacy Focus delivers consistently high-quality services. The role will require a values-driven manager who places the wellness of the team and organisational robustness at the centre of all activities.

Main Duties and Responsibilities

- Coordinate all operational services and internal functions in line with Advocacy Focus' objectives, policies, and business plan.
- Produce reports and updates for the Senior Leadership Team (SLT) and the Board of Trustees on operational developments, achievements, risks and opportunities.
- Actively contribute as a member of the Management Team, contributing towards plans and decisions around the deployment of staff across service delivery, strengthening existing services/resources, and forward planning.
- Deputise for the Service Manager in their absence.
- Keep abreast of legislative changes, provide recommendations for action to the SLT and lead change through sound operational processes.
- Devise, deliver, and monitor the Operations Delivery Plan and KPIs.
- Ensure the operations annual schedule is maintained and up to date.
- Regularly review operational practices to ensure they are cost-efficient and delivered to a consistently high standard.
- Support the CEO, Services Director, and Finance Team in reviewing operational budgets, identifying efficiencies and ensuring financial sustainability.
- Maintain an up-to-date work schedule and meet regularly with the Services Director and CEO.
- Support the SLT with tender submissions and contract compliance.

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- Line manage Operations team members- Senior Marketing Executive, Operations Co-ordinator, Finance Team and Training Manager (and any additional roles which are recruited as part of the operations team).
- Lead reviews relating to organisational governance and providing direction to achieve compliance.
- Data Protection Officer for GDPR, responsible for operational delivery in line with associated policies and procedures, including the delivery of annual GDPR training.
- Oversee procurement of operational resources and premises management.
- Manage supplier relationships and contracts.
- Support the development/reach of delivery in new commissioned areas securing relevant resources.
- Oversee internal communications of the organisation including IT and telecoms.
- Act as the Responsible Person for Health & Safety and carry out annual internal inspections.
- Responsible for developing, implementing, and reviewing relevant policies and procedures.
- Responsible for Advocacy Focus' internal risk management strategy to ensure continuity of service provision.
- Work with the Service Manager and SLT in reviewing performance against quality standards such as the QPM and providing direction in achieving the necessary standards.
- Respond to gaps in service delivery – highlight potential funding streams with SLT and develop a strategy with the Service Manager and SLT to ensure equity and accessibility to our core business and any new opportunities.
- Oversee the organisation's social value activities and monitor and report on our social value commitments and performance.
- Devise and implement an internal and external training schedule with the Training Manager and continuously develop our internal and external training offer.
- Ensure the continuous professional development of the team and organisational compliance with training requirements.
- Regular scoping of the training environment in health and social care and the wider sector.
- Lead the organisation's marketing and communications strategy in collaboration with SLT.
- Support the CEO in signing off marketing content and ensure all outputs are on brand and accessible.
- Develop and deliver annual calendars of marketing, communications, and training activity.
- Plan marketing activity needed to promote income generation events, campaigns etc.
- Continue to raise the profile of Advocacy Focus, by sharing and showcasing its work and the difference it makes, to encourage the community and corporates to support the charity.
- Build external relationships to promote income generation, fundraising, and awareness.
- Organise and support events, networking, and campaigns to raise the organisation's profile.
- Work closely with the service delivery team to gain knowledge of the service and its beneficiaries and its offer and needs evolve.
- Prepared to travel to meet stakeholders, partners, and attend events.
- Promote and contribute towards a positive workplace environment and organisational culture.

General duties

- Support the overall ethos, principles, and practices of Advocacy Focus.
- Undertake duties in line with safeguarding and data protection principles.
- To work as a member of the Advocacy Focus team and attend meetings as necessary.
- Attend regular supervision and appraisal sessions with the Services Director.
- Represent Advocacy Focus at various meetings as required and to provide feedback to the team.
- Work across areas of operation and available to work occasional evenings and weekends.
- Work within Advocacy Focus' policies and procedures.
- Responsible for identifying areas for own personal and professional development.
- Undertake any other duties which are commensurate with the grading of the post.

Person Specification – What we need from you

This section outlines the things we are looking for in an Operations Manager. You don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are those things which you must have to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have or that you could be trained to do.

Don't meet every single requirement? Studies have shown that women and people of colour are less likely to apply for jobs unless they meet every single qualification. At Advocacy Focus we are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your skills or experiences don't align perfectly with every qualification in the job description, we would still encourage you to apply. You may just be the right candidate for this or another role in our charity.

Education and training	
Essential	Desirable
Experience of operational management, ideally within or with an understanding of the Third Sector.	ILM or CMI qualification in leadership and management or associated qualifications or degree level qualifications.
Minimum 1 years' experience of: <ul style="list-style-type: none"> service/operational management project management relationship management of partners and stakeholders 	Health and Safety qualifications or experience.
Ability to confidently deliver presentations at a level appropriate to the audience.	Change Management experience.
Excellent data analysis skills.	Experience of developing and working in line with strategic plans.
The ability to drive and a full UK drivers' licence.	Experience of dealing with GDPR and SARs on an organisational scale.
Achievements, experience, skills & abilities	
Essential	Desirable
Proven service development capabilities.	Statistical data/trends analysis experience.
Excellent interpersonal skills, strong influencing skills.	Knowledge and experience of a range of local statutory and voluntary sector organisations that work with our client group.
Ability to consult and communicate effectively at all levels with internal and external personnel and beneficiaries, with strong verbal and written skills.	A commitment to personal development and training.
Ability to network, promote and raise the profile of the organisation internally and externally.	Experience of working in a work team setting. Experience of coaching and mentoring colleagues and peers to improve practice.
Ability to make decisions with a proven record of balanced decision making.	Knowledge of monitoring, delivering, and evaluating social value activities.
Knowledge and understanding of the principles of advocacy and empowerment, and an awareness of	Knowledge of the principles of advocacy, and awareness of related issues in service delivery and planning.

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the issues involved for people who use services and other service providers.	
Innovative, creative, flexible, and enthusiastic.	
Pragmatic and flexible in approach, with a focus on delivery, service, and quality.	
Professional, mentally resilient and calm under pressure.	
Balanced approach, collegiate or assertive as necessary to ensure excellent service delivery.	
Proficient IT skills, including Microsoft suite of resources, spreadsheets, and database systems.	
Willing to travel extensively throughout service delivery areas.	
Ability to be flexible and open to new challenges, ideas, and experiences.	