

Person specification			
Post Title: Operations Manager (maternity cover)			
	ESSENTIAL	DESIRABLE	EVIDENCE
Qualifications		<ul style="list-style-type: none"> • Membership of the Chartered Institute of Personnel and Development. • Degree or recognised management qualification. 	Application Form
Experience	<ul style="list-style-type: none"> • Proven experience of managing, supervising, motivating and developing staff. • Experience with HR processes including appraisals and performance management • Excellent customer service skills. • Experience of developing and implementing policies and procedures to achieve high quality standards. • Experience of working in a dynamic, fast-paced project environment. • Experience of working in a team-oriented, collaborative environment demonstrating flexibility, drive and initiative required to support projects effectively. 	<ul style="list-style-type: none"> • Experience of applying for and securing grant funding • Experience of generating income • Experience of managing projects and contracts. • Experience of managing budgets • Experience of an area similar to Southmead. • Business Development experience. 	Application Form Interview
Specific Skills/ Knowledge	<ul style="list-style-type: none"> • Professional and friendly with the ability to quickly build a rapport • Able to identify training needs, potential performance and HR issues early on and resolve them in a sensitive and professional manner • Organised and efficient. • Ability to work flexibly using your own initiative. • Outstanding communication, both written and verbal skills and ability to engage confidently with stakeholders of all levels using different methods 	<ul style="list-style-type: none"> • Knowledge of employment legislation and HR processes. • Knowledge of contract delivery • Experience of conducting risk assessments. • Good IT Skills and the ability to manage a database and social media • Proven track record in new partnership development, • Proven track record in project management 	Interview

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	<ul style="list-style-type: none"> • Able to identify training needs, potential performance and HR issues early on and resolve them in a sensitive and professional manner. • Knowledge of good health and safety procedures and practices. • Proficient in Microsoft Office 		
Other	<ul style="list-style-type: none"> • Skills in conflict resolution, negotiating and influencing. • Willingness and ability to work outside normal office hours and across multiple sites. • Ability to work independently and proactively. • Ability to work as part of a team as well as lead a team. • Personal drive for excellence in all things. • Willing to participate in a range of unexpected tasks, for the overall success of the Southmead Development Trust. 	<ul style="list-style-type: none"> • Ability to liaise with key stakeholders and users in the promotion of Southmead Development Trust. • Knowledge of Southmead and the issues facing local residents • Awareness of the factors that affect the health and well-being of a community 	Application form / Interview

SOUTHMEAD DEVELOPMENT TRUST

Job Description

- Post:** Operations Manager (Maternity leave cover)
- Job Purpose:** The Operations Manager and executive assistant will cover for the current Operations Manager who will be taking Maternity leave from October 2017. The post holder will provide the overall management of operations at the Trust. The post holder will ensure the effective use of all Trust resources to ensure the delivery of the Trust's vision to serve the residents of Southmead. The post holder will provide executive support to the Chief Executive and the Southmead Development Trust teams. An element of this role will be reactive responding to opportunities and situations as they arise.
- Responsible to:** Chief Executive Officer
- Salary:** £26k - £28k depending on experience
- Hours:** 37 hours per week, negotiable. To cover up to a year's maternity leave but subject to the intentions of the existing potholder. One month's notice will be given if the contract is going to end earlier

Roles and Responsibilities:

Staff & Volunteer Management

1. Develop the staff team within SDT as a motivated, united team with outstanding customer service and pride in the Trust who clearly articulate the vision of the Trust despite working across multiple sites, with a variety of shifts in a diverse range of specialities.
2. Overall lead for HR for all Trust staff and volunteers including all aspects of staff management such as managing performance, training needs, recruitment and retention.
3. Review and implement policies and procedures including developing internal communications.
4. Lead regular Staff meetings and Team Leaders meetings.
5. Line-manage staff

Operational Management

6. Ensure friendly & welcoming atmosphere across all of the trust's facilities with staff and volunteers knowledgeable of the local area and activities so they can signpost, and offer information, advice & guidance.
7. Lead on the delivery of contracts, particularly ensuring reporting against targets.
8. Investigation, coordination and implementation of potential new projects and programmes.
9. With the Team Leaders ensure we get maximum benefit from our tools and systems.
10. Organisational lead for IT, providing onsite support managing the external IT Company.
11. Along with colleagues be the liaison with existing and prospective tenants.
12. Ensure the Health and Safety of employees and customers in accordance with Health and Safety legislation.

Support the Chief Executive and Board of trustees to further the aims of SDT

13. Deputise for and represent the Chief Executive as appropriate.
14. Provide effective executive support to the Chief Executive including proactive, reactive and administrative support
15. Occasional attendance at board meetings.
16. Support SDT to be responsive to the changing needs and aspirations of the community.
17. Support the Chief Executive and Team leaders in identifying and applying for appropriate funding.

General Duties

18. To comply with all Southmead Development Trust's policies and procedures.
19. To maintain a professional attitude and conduct at all times.
20. Any other duties as and when required.
21. Have a Flexible approach to working which will include occasional evenings and weekends.