**www.sufra-nwlondon.org.uk**

**Registered Charity No. 1151911**

**Operations Manager**

**Salary: £25,000 to £28,000 per annum**

**Hours: 40 hours/week (in addition to regular evenings and weekends)**

**Annual Leave: 4 Weeks + statutory holidays**

**Responsible to: Director**

**Responsible for: Service Managers & Project Staff**

**Location: Stonebridge, London Borough of Brent**

Sufra NW London is a local charity, which aims to confront the causes and symptoms of poverty in the local community. Our service revolves around the Food Bank, which collects and distributes over 40 tonnes of food annually, supporting nearly 4,000 people each year.

The Food Bank acts as a gateway to the following services:

* A Community Kitchen that provides a 3-course meal for the vulnerable and socially isolated;
* Advice Surgeries that provide support and advocacy on issues related to housing, benefits and employment;
* A Food Academy training young people in cookery skills as part of an accredited qualification leading to employment in the catering industry;
* A Growing Project on St. Raphael’s Edible Garden that provides a community space for engaging in horticulture, improving health and wellbeing and preserving the local environment;
* An employability programme supporting the long-term unemployed transition into available roles in the catering and gardening industries; and
* A programme of medical and nutritional screenings to inform and support those with food-related conditions (under development).

We are recruiting an Operations Manager to join the Senior Management Team of the charity to lead on all aspects of current and future service delivery, provide line-management for key project staff and maintain a high-quality service through effective planning, policy implementation and regular evaluation. The successful candidate will demonstrate at least 3 years’ experience in managing multiple services in a fast-pace environment, with significant experience in bid-writing and grant fundraising. Applicants should have an outcome-orientated approach, the ability to find creative solutions to emerging challenges and an informal demeanour that fits with the organisational ethos and values.

This is a demanding but highly rewarding role in a small charity, which will require an exceptionally hard-working and committed individual, with regular additional hours during evenings and weekends.

To apply for this role, please submit a CV, Covering Letter (no more than 2 sides) and Equal Opportunities Form (available on our website) by email to [admin@sufra-nwlondon.org.uk](mailto:admin@sufra-nwlondon.org.uk).

**The deadline for this post is Friday 27 April 2018 at 5:00pm.**

**Job Description Page 3**

**Person Specification Page 5**

**Job Description**

**Main Duties & Responsibilities**

*To lead the day to day operations of the charity by supporting staff and volunteers to deliver a high-quality service through effective performance management and organisational development.*

**Operational Delivery & Management**

* Coordinate services, activities and events, supporting staff and volunteers to deliver a professional and holistic service for vulnerable people;
* Ensure that operational, administrative and financial systems continue to support the smooth running of the organisation;
* Participate in day-to-day management decisions and review proposals to ensure that operational concerns, requirements and resource needs are captured and reflected;
* Represent the charity at high level meetings with council departments, voluntary sector partners and other significant stakeholders;
* Review all incidents, accidents and complaints in accordance with set procedures, and take remedial action, where required;
* Act as the organisation’s Safeguarding Lead to ensure the safety and care of children, young people and vulnerable adults who access the charity’s facilities, services and events; and
* Ensure that the organisation maintains a positive and inclusive culture that is underpinned by the charity’s strong ethos and values.

**Service Development**

* Work as part of the Senior Management Team to identify gaps in services;
* Support the Senior Management Team to in preparing proposals for new and existing services to ensure that services continue to reflect the varying needs of users or underrepresented social groups; and
* Support staff and volunteers to implement new proposals and increase capacity to enable organisational change and growth.

**Recruitment, Supervision & Team Management**

* Support staff recruitment by advertising new posts, conducting interviews and providing induction, as required;
* Line-manage operational staff by providing regular and timely feedback and conducting supervisions and appraisals;
* Manage the performance of staff through coaching, access to external training opportunities and trouble-shooting support in complex scenarios; and
* Ensure effective communication between staff and volunteers through regular team meetings.

**Fundraising**

* Develop and update a grant-fundraising strategy for the charity, identifying potential funders to support the delivery of existing and new services;
* Prepare funding bids and proposals in line with the financial needs of the charity; and
* Support the Marketing & Fundraising Officer in planning and delivering community fundraising events and soliciting new corporate and individual donors.

**Monitoring & Evaluation**

* Review the charity’s case management system on a regular basis to ensure that staff and volunteers consistently maintain up to date records of user engagement; and
* Prepare statistical analyses of service delivery outcomes on a quarterly basis and ensure that recommendations are followed through and implemented.

**Financial Management**

* Manage day to day expenses of services and projects in line with set budgets;
* Approve staff and volunteer expenses, where required.

**Other:**

* Undertake any reasonable duties to ensure successful operational management of the organisation.

**Person Specification**

E = Essential / D = Desirable

A = Application / I = Interview / T = Test

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Competency** | **Specification** | **E** | **D** | **A** | **I** | **T** |
| **Education** | Educated to degree level (minimum 2:1) | ✓ |  | ✓ |  |  |
| Relevant Qualifications in Project or Voluntary Sector Management |  | ✓ | ✓ |  |  |
| **Experience** | Project & Service Management (minimum 3 years) | ✓ |  |  | ✓ |  |
| Staff Recruitment, Supervision & Appraisal | ✓ |  |  | ✓ |  |
| Financial Management of Project Budgets |  | ✓ |  | ✓ |  |
| Grant Fundraising & Bid-Writing | ✓ |  | ✓ | ✓ | ✓ |
| Monitoring & Evaluating Social Outcomes | ✓ |  |  | ✓ |  |
| Development of Systems, Policies & Procedures |  | ✓ | ✓ |  |  |
| **Knowledge** | Regulatory Requirements (including Safeguarding, Health & Safety and Data Management) | ✓ |  |  | ✓ |  |
| Local Networks (including the public and voluntary sector landscape) |  | ✓ |  | ✓ |  |
| **Skills & Abilities** | Leadership Skills | ✓ |  |  | ✓ |  |
| Excellent Written & Oral Communication Skills | ✓ |  | ✓ | ✓ |  |
| Ability to Work Professionally & Create Positive Working Relationships | ✓ |  | ✓ | ✓ |  |
| Advanced IT Skills (Microsoft Office Applications) | ✓ |  | ✓ |  |  |
| Problem Analysis & Trouble Shooting |  | ✓ |  | ✓ |  |
| Networking & Partnership Building |  | ✓ | ✓ |  |  |
| **Attitude** | Honest and Trustworthy | ✓ |  |  | ✓ |  |
| Positive, Friendly & Hard-working | ✓ |  |  | ✓ |  |
| Willingness to Engage in Further Learning | ✓ |  |  | ✓ |  |
| Commitment to the Values of Sufra NW London | ✓ |  |  | ✓ |  |

The post is subject to a probationary period of 6 months.