

Operations Manager

JOB DESCRIPTION

Job Title:	Operations Manager
Team / Department:	Senior Management Team
Salary:	£30,000 per annum
Contract Type:	12 month temporary (with potential for a permanent contract)
Probationary Period:	6 months
Hours:	Full Time (37 hours)
Reports to:	Chief Executive

Background

St Paul's Centre is a well-established local charity based in the centre of Crewe. Since 1986 it has provided a range of projects and activities (services) focused on meeting local practical need. It is a growing charity inspired by its Christian beliefs and driven by a passion to help and support people in their times of need.

The role of the Operations Manager is critical to the management and smooth running of some of the key departments within the Charity as well as several important overarching functions within the whole organisation.

The Operations Manager will manage all aspects of Health and Safety and work to the standards set by our consultants, being responsible for the site by overseeing a programme of cyclical maintenance and development. They will also oversee logistics and warehousing as well as all ICT at the centre.

The Operations Manager will take ownership of all retail within the charity. Working with the CEO, the post-holder will give critical attention to the ongoing development of retail and revenue, working hard to ensure financial sustainability for the charity.

Key aspects of the role will also include:

- **Retail Oversight:** There are currently three retail operations at St Paul's Centre; a small Café, an onsite furniture sale and an on-line sales department
- **Operational Oversight:** The Operations Manager will be responsible for the throughput of goods using focused warehousing, storage and display systems whilst supervising a team
- **Health and Safety Oversight:** The Operations Manager will oversee a robust Health and Safety policy, set of procedures and checks to ensure the ongoing safety of the centre
- **ICT / Tech Oversight:** The Operations Manager will ensure the smooth running of all ICT systems, making sure all team members have what they need to fulfil their roles

The Operations Manager will report to the CEO with a set programme of targets and deadlines to ensure that all areas for which they are responsible are carefully monitored, supported and succeeding.

The Operations Manager will contribute towards the Senior Management Team, preparing reports for the Trustees and playing a critical role in the success and strategic positioning of the Charity.

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Key Tasks

As well as being prepared to undertake other tasks as required from time to time, in line with the charity's objectives and at the request of the CEO, the post holder's key duties include:

Health and Safety

The Operations Manager will ensure the highest levels of health and safety (including fire safety), by ensuring:

- Robust health and safety checks are carried out regularly with staff being adequately trained
- Urgent Health and safety concerns are quickly resolved whilst mitigating any further risk
- A good working relationship with our Health and Safety Consultant (Rhino Safety)

Furniture Sales/ Online Sales

Providing line management support to the eBay Coordinator and Friday Sales Lead, the post holder will ensure:

- The shop floor and eBay store are well stocked to maximise revenue
- Levels of staffing and volunteers are in place to support all areas of retail
- That projected growth is reviewed and monitored with financial targets for increased revenue

Warehousing

The post holder will ensure:

- The safety of the warehouse, ensuring all relevant checks are compliant and comprehensive
- All donated items are quality assured and correctly allocated via established channels
- The warehouse is utilised to its full capacity with turnover of stock to maximise revenue

Transport and Maintenance

Providing line management support to the Transport and Maintenance manager, this post-holder will ensure:

- Coherent schedules for collections and deliveries are maintained
- Risk Assessments are up to date and procedures /checks are in place and reviewed.
- A cyclical maintenance schedule is maintained and completed
- Tradespeople visiting the centre operate according to internal policy and procedures

Café on the Corner

Providing line management support, the post-holder will ensure:

- Targets are met and revenue from the café is maximised
- Any risk from this environment is managed with procedures in place that are reviewed
- Staff are trained in Food Hygiene to a relevant qualification

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ICT / Tech Oversight

Providing line management support and taking overall responsibility, the post-holder will ensure:

- IT systems are well maintained, with all team members able to fulfil their role
- All IT-based issues and queries are dealt with quickly and effectively
- All IT systems are forward thinking, meeting the needs of the charity at all times

Senior Management Team

The post-holder will be a member of the senior management team and as such will contribute in the following ways:

- Preparing reports for the board of trustees
- Contribute towards the various strategies and growth of the charity
- Contribute towards the development and implementation of policies

Please bear in mind this is not an exhaustive list of all duties expected from you in the position of Services Manager. Your duties may be modified from time to time to suit the needs of the Charity - your duties will be as advised by your Line Manager, the CEO.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE	SKILL SET
X		Senior management experience
X		Working knowledge of Health and Safety legislation
X		Experience of managing contracts and fostering good relationships with external partners
X		Strong organisational skills (especially in a warehouse setting)
X		Excellent customer service skills
X		Excellent communication skills (written and verbal)
X		Good working knowledge of IT systems, including point of sale software and website development
X		Good experience of maximising revenue in a retail setting
X		Proven ability to work flexibly, comfortably adapting to the changing needs of the charity
X		Compatible and comfortable with the charity's Christian ethos even if not a practising Christian themselves
	X	Senior management qualification or relevant accredited training
	X	Experience of working in the charity sector
	X	Experience of maintaining records and writing reports for trustees
	X	Good experience and proven track record of effective multi-project management

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The Values of St Paul's Centre

As a Christian organisation we will:

- Seek to share our faith in Jesus Christ.
- Employ best business practice at all times.
- Use our people, money, facilities and time to the best use of those who need our help.
- Be credible, dependable, caring and trustworthy.
- Strive to be environmentally friendly.

To those who work with us we will:

- Provide a safe, healthy and supportive environment in which to work.
- Be honest, open and clear in all of our communications.
- Treat each person with fairness, respect and care.
- Have an agreed personal development plan.
- Encourage each person to share and promote these values.

To those who need our help we will:

- Give the best quality help we can.
- Respond as fast as we can.
- Treat each person with respect.
- Provide an honest and friendly service.
- Act as advocates for them

If you are interested in this role, please send a completed application form detailing why you think you would be a strong candidate to the following email address:

jez.chalmers@stpaulscentre.org.uk