



Job Title	:	Operations and Services Executive Manager
Reporting to	:	Chief Executive Officer
Responsible for	:	The Operations and Services Executive Manager will lead, direct and manage systems and service operations across the organisation. The post holder will be responsible for all aspects of systems and service operations, ensuring the delivery of services in line with contracts and/or funder requirements and the charitable aims of East Durham Trust. This post will be focused supporting high quality and positive outcomes for the communities of East Durham. The post will deputise for the CEO when necessary.
Hours	:	37 hours per week
Salary	:	£37,500
Duration	:	Permanent
Benefits	:	28 days holiday (plus Bank Holidays), Contributory Pension through Nest, TOIL system, Access to training scheme, Employee Assistance Programme, Employee Childcare Voucher, Complimentary tea and coffee throughout the day, Free staff parking

East Durham Trust are looking for a dynamic and capable person to join the Senior Management Team of East Durham Trust as the organisation embarks on a period of evolution.

The new post of Operations and Services Executive Manager will lead, direct and manage systems and service operations across the organisation. The post holder will be responsible for all aspects of systems and service operations, ensuring the delivery of vital community services and the charitable aims of East Durham Trust. This post will be focused supporting high quality and positive outcomes for the communities of East Durham.

The Operations and Services Executive Manager will support a departmental team of five to oversee all aspects of organisational systems and support the delivery of vital service operations, ensuring delivery aligns with contracts and charitable aims, while fostering innovation and collaboration for positive community outcomes in East Durham. The post will also play a key role in strategic development, business planning, and external representation, including deputising for the CEO when necessary.

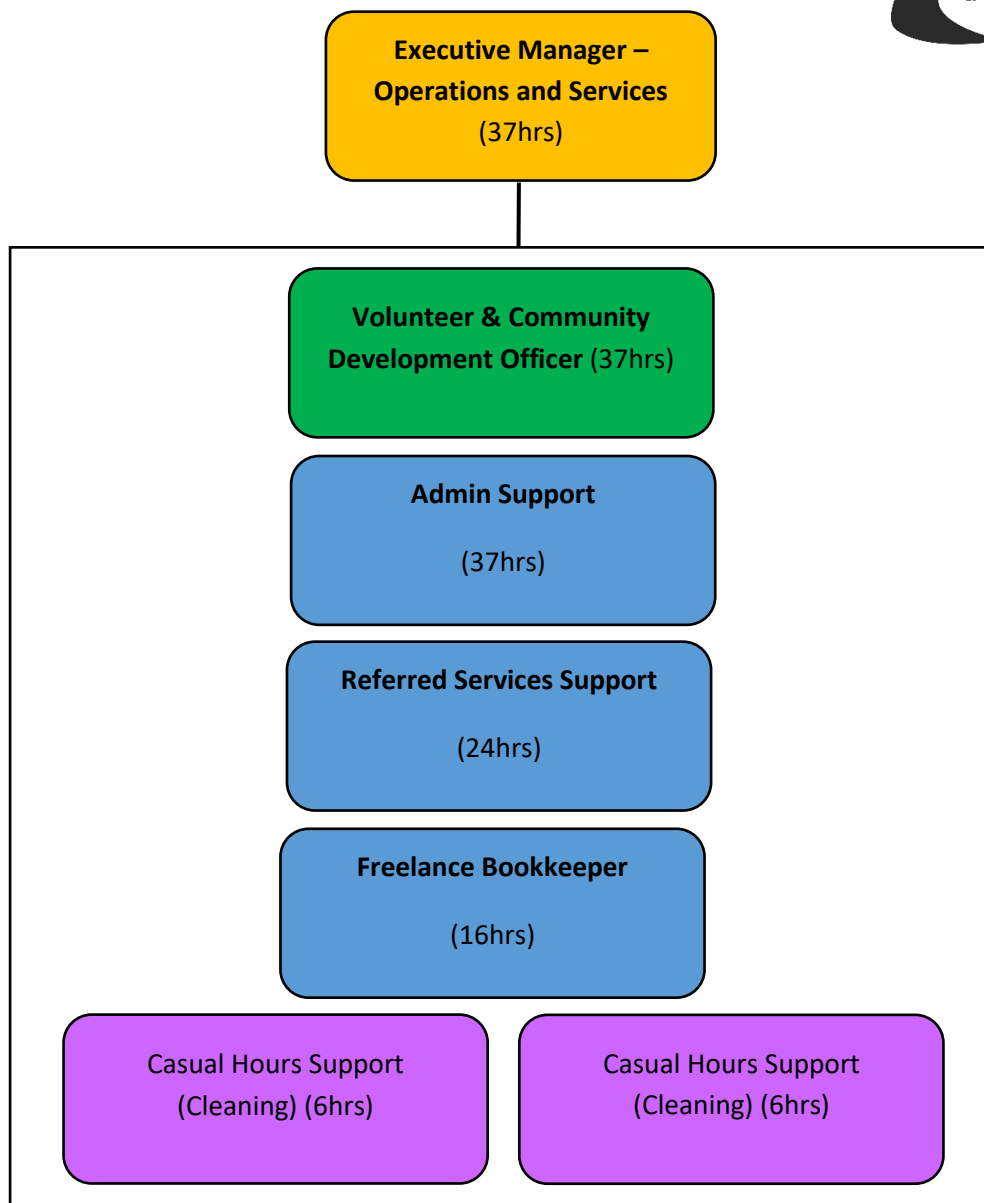
The post offers significant opportunities for innovation, development, and growth of existing systems and services working closely with counterpart roles within East Durham Trust, in collaboration with the wider VCSE network and with a range of other organisations. The development and implementation of new systems, services and opportunities will be a key activity and previous experience of delivering effective development and change will be essential.

The post holder will work closely with the Chief Executive Officer and the wider Senior Management Team to deliver vital services and develop the organisation strategically. This will include work on business planning, internal policies, procedures and quality standards, cross-departmental working and external relations.

The post holder will be required to represent the organisation at a senior level both internally and externally, and will be required to deputise for the Chief Executive Officer as required.

This is a complex role that has been formed through practice and combines development and delivery within a newly formed Operations and Services Department.

Operations and Services Department





JOB DESCRIPTION

1. MAIN PURPOSE OF JOB

The Operations and Services Executive Manager will lead, direct and manage systems and service operations across the organisation. The post holder will be responsible for all aspects of systems and service operations, ensuring the delivery of services in line with contracts and/or funder requirements and the charitable aims of East Durham Trust. This post will be focused supporting high quality and positive outcomes for the communities of East Durham. The post will deputise for the CEO when necessary. The post is a front facing post that will involve the support of volunteers and the line management of staff.

2. Main Responsibilities

The Operations and Services Executive Manager will play a pivotal role in leading, directing, and managing all systems and service operations within our organization. Reporting directly to the Chief Executive Officer, the successful candidate will be responsible for ensuring the effective delivery of services in accordance with contracts, funder requirements, and our charitable objectives. They will lead and manage all aspects of systems and service operations, maintaining a focus on high-quality delivery and positive outcomes for the communities of East Durham.

Venue/Facilities

Buildings Management:

- Manage the maintenance and upkeep of the buildings, including repairs and renovations.
- Manage contracts with maintenance providers and suppliers.
- Ensure that facilities meet regulatory standards and are suitable for their intended use.

Health and Safety:

- Implement and manage health and safety procedures within the venue/facilities, ensuring compliance with regulations and best practices.
- Conduct regular inspections and risk assessments to identify and mitigate potential hazards.
- Provide training and support to staff and volunteers on health and safety protocols.

Fire Safety:

- Develop, implement and manage fire safety protocols and procedures in accordance with regulations and guidelines.
- Conduct fire drills and ensure that firefighting equipment is maintained and accessible.
- Keep abreast of relevant legislation and update policies as necessary.

Booking & Hire:

- Manage the booking and hiring process for the venue/facilities, ensuring efficient scheduling and coordination.
- Liaise with clients and stakeholders to understand their needs and provide appropriate support and guidance.

- Maintain accurate records of bookings and agreements.

Service Management:

Arts Café:

- Manage the day-to-day operations of the Arts Café, including staff and volunteer management, inventory control, and customer service.
- Develop and implement strategies to enhance the café's profitability and reputation.
- Monitor trends in the hospitality industry and adapt offerings accordingly.

People's Takeaway/Street Kitchen:

- Coordinate the operation of the People's Takeaway/Street Kitchen, including menu planning, food preparation, and distribution.
- Ensure compliance with food safety regulations and hygiene standards.
- Collaborate with community partners to maximize the impact of the service.

Referred Services Support (Food, Energy etc):

- Manage the provision of referred services such as food and energy assistance to individuals and families in need.
- Develop and maintain partnerships with local organisations and agencies to expand service offerings.
- Monitor and evaluate the effectiveness of support programs and make recommendations for improvement.

Charis Voucher System – Governance:

- Oversee the governance procedures for the Charis Voucher System, ensuring transparency and accountability.
- In collaboration with the Advice Team develop and uphold policies and protocols for voucher issuance and redemption.
- Conduct regular audits to ensure compliance with internal controls and regulatory requirements.
- Where required provide support and guidance to staff involved in voucher issuance.

Financial Processes:

Bookkeeping:

- Oversee the maintenance of accurate and up-to-date financial records using bookkeeping software such as Sage.
- Support the processing of invoices, payments, and receipts in a timely manner.
- Prepare financial reports and statements for internal and external stakeholders.

Purchasing and Payments:

- Manage the system for the procurement of goods and services, including obtaining quotes, negotiating contracts, and issuing purchase orders.
- Support the processing of payments to vendors and suppliers in accordance with organizational policies and procedures.
- Oversee the maintenance of accurate records of purchases and payments.

Revenue Generation:**Commercial Activity:**

- Explore opportunities for commercial activities to generate revenue and support organizational sustainability.
- Develop business plans and marketing strategies for commercial ventures.
- Monitor financial performance and adjust strategies as needed to achieve revenue targets.

Grants:

- Research and identify grant opportunities that align with the organization's mission and programs.
- Prepare grant proposals and applications, ensuring compliance with funder requirements.
- Monitor grant expenditures and report on outcomes to funders.

Incoming Communication**Phone:**

- Manage incoming phone calls, responding to inquiries and directing calls to the appropriate staff members.

Person:

- Oversee the welcoming of visitors to the organization's premises and ensure team provide assistance as needed.

Digital:

- Direct the monitoring and response to incoming emails and social media communications, ensuring timely and appropriate follow-up.

External Relationships**Networks, Meetings, Events:**

- Cultivate and maintain relationships with external stakeholders, including partner organizations, funders, and community groups.
- Represent the organization at networking events, meetings, and conferences.
- Collaborate with external partners on joint initiatives and projects.

Line Management:

- Supervise and support staff members, providing guidance, feedback, and performance evaluations.
- Delegate tasks and responsibilities effectively, ensuring that team members have the resources they need to succeed.
- Foster a positive and inclusive work environment that values diversity and promotes professional development.

Volunteer Management:

- Manage the recruitment, training, and supervision of volunteers to support organizational activities and programs.
- Manage the East Durham Volunteer Centre to match volunteers with roles that align with their skills and interests.
- Recognize and celebrate the contributions of volunteers to the organization.

Safeguarding:

- Develop and implement safeguarding policies and procedures to protect vulnerable individuals.
- Respond promptly and appropriately to safeguarding concerns or incidents.

Other

- Work alongside the Chief Executive Officer and Senior Management Team to strategically develop the organization, contributing to business planning, internal policies, procedures, and quality standards.
- Foster cross-departmental collaboration and maintain strong external relations, representing the organization at a senior level both internally and externally.
- Deputise for the Chief Executive Officer as required, demonstrating leadership and decision-making capabilities.

How to Apply:

Please submit your CV and a cover letter outlining your suitability for the role and detailing evidence against each of the Person Specifications to info@eastdurhamtrust.org.uk with

The deadline for applications is **Monday 29th April 2024**.

Interviews aim to be conducted week commencing 6th May and will include a presentation. Early application is encouraged.

Note: East Durham Trust is committed to equality and diversity in employment. We welcome applications from all individuals regardless of age, gender, race, disability, sexual orientation, religion, or belief. If you would like to make an application in an alternative format

Operations and Services Executive Manager		Essential	Desirable	A/P/I *
A. Qualifications				
1	Hold or be working towards a Level 5 or equivalent qualification in facilities management, business administration, facilities management, or a related field.	✓		A
2	Relevant certifications or training in health and safety, fire safety, building management, or related areas would be advantageous.	✓		A/I
3	Bachelor's degree or equivalent qualification in facilities management, business administration, facilities management, or a related field.		✓	A
B. Experience				
4	At least 2 years direct experience of operational management or comparable senior role	✓		A/I
5	Extensive experience of devising, developing and introducing outcome and value-based services	✓		A/P/I
6	Experience in business management, budget management, full cost recovery and income generation	✓		A/P/I
7	Demonstrated experience in overseeing buildings based health and safety protocols, fire safety measures, and building maintenance.	✓		A/I
8	Evidence of leadership in the following areas: Operations development and planning Staff and volunteer management Health and Safety management Systems management Public facing services management Buildings management	✓		A/I
9	Experience in managing venue/facility bookings, hire agreements, and client relations.		✓	A/I
10	Previous involvement in managing service operations within a building-based environment is highly desirable.		✓	A/I
C. Knowledge & Understanding				
1	An overview of the issues impacting on the work of a Charity in a deprived Community	✓		A/I
2	An understanding of networks and the relevant stakeholders associated with the work of a Charity such as East Durham Trust	✓		A/P/I

3	Knowledge of buildings based operations and services systems and processes including health and safety, fire management etc	✓		A/I
4	Knowledge of new technologies, processes, and methodologies to enhance building operations and services		✓	A/I
5	Up to date knowledge of Financial systems and/ or Budgeting processes		✓	A/I
D. Skills & Attributes				
1	Excellent organisation and project management skills with the ability to manage multiple tasks and allocate resources effectively.	✓		A/I
2	Demonstrated ability to identify issues, analyze situations, and develop effective solutions in a timely manner	✓		A/I
3	Ability to influence and negotiate with internal and external partners	✓		A/I
4	Excellent presentation skills and the ability to speak in public	✓		A/P/I
5	Budget management skills	✓		A/I
6	Capacity to handle emergency situations calmly and efficiently, ensuring the safety and security of building occupants.	✓		A/I
7	Able to travel independently in the course of your work	✓		A/I
8	Full clean driving license and access to a vehicle		✓	A/I

Essential Personal Qualities for working at East Durham Trust include a commitment to achieving social change. An enterprising mind set, can-do attitude, solutions focused. Good personal organisation and time management. An ability to work on own initiative and within teams. Flexibility and ability to respond to change. An understanding of the power of respect, compassion and kindness. An energised and dynamic approach to carrying out any employment. Clear commitment to equal opportunities and diversity perspectives in all areas of work and experience of putting this into practice.

*** Assessment Criteria - A – Application P – Presentation I – Interview**