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| **JOB DESCRIPTION** |

**JOB TITLE:** Operations Manager

**LOCATION:** 56a Mitcham Road, Croydon, CR0 3RG

**REPORTING TO:** The Chief Executive of the Croydon BME Forum, and to the Board of Directors

**SALARY** £30,000

**Hours:** 28 hours a week

**Contract**: Fixed Term 1 year contact

**Deadline** Friday 3rd March 2023 at 5pm

**Objectives of the post:**

* To work with the CEO and the Management team to develop and manage Croydon BME Forum’s operations, buildings and community projects; its resources, day-to-day operations, information and administrative systems; ensuring the smooth running of the organisation and compliance with legal, financial and constitutional requirements.
* To develop and co-ordinate operations and services, and co-ordinate and support clerical and administrative support.
* To provide appropriate support to the Chief Executive and the Board of Directors and participate in the development of Croydon BME Forum.
* To be responsible for managing and developing a team of ten staff members including conducting regular supervisions and annual appraisals.

**Common Expectations:**

* To undertake training deemed appropriate to the post.
* To work in accordance with the Croydon BME Forum policies (equal opportunities, health and safety, Financial Controls, etc.).
* To ensure a high standard of management and administrative oversight of the operations and finances of Croydon BME Forum.
* To participate in Board of Directors and other meetings as required and show a willingness to share information and knowledge.

## Main duties and responsibilities:

* Work with the CEO and Finance Manager to develop, support and review Croydon BME Forum work programme and budget for individual community projects and the organisation.
* Working with the Finance Manager to ensure effective planning and evaluation of the operations and finances and develop forward and contingency plans as appropriate.
* Provide effective line management to staff setting clear and achievable objectives and supporting their personal and professional development.
* Ensure the provision of efficient and good quality services: internally and externally.
* Liaise and work in partnership with a range of local, regional and national partners to promote the objects of the Croydon BME Forum.
* Collaborate with partners – from strategic to operational – to ensure appropriate management of operations.
* To work in collaboration with the Finance Manager to ensure sound financial systems & management, and efficient administration including production of quarterly and other financial statements, preparation of books for audit, grant applications, budgets, petty cash and invoicing.
* Develop and maintain buildings and office systems, equipment and other supplies, and arrange service contracts and insurance.

* Carry out duties of the post in line with Croydon BME Forum’s Equal Opportunities policy and its aims & objectives.
* Work with CEO and management team and the external HR support partner to develop, review and update operational and human resources policies and procedures and internal management systems.
* Work with CEO and Management Team with the planning and preparation of the Annual General Meeting and production of the Annual Report and Accounts.
* Assist with the induction of volunteers and staff of Croydon BME Forum.
* The post-holder will be asked to attend and/or represent Croydon BME Forum at meetings of outside groups or agencies where appropriate and to report back to the Chief Executive. This could involve working outside normal office hours for which time off in lieu (TOIL) will be given.
* Any other reasonable duties which may be negotiated with the Chief Executive and Board of Directors.

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| **PERSON SPECIFICATION** |

**JOB TITLE: Operations Manager**

The requirements listed below indicate the qualities, skills and experience we believe to be necessary in order for the post holder to perform this role effectively. Some of the requirements are essential and some are desirable. To be short-listed it is important that the applicant show clearly how they meet all the requirements deemed essential.

You must show on the application form how you fulfil the criteria. Rather than simply repeating your career history, please look at the skills and experience required by the job and provide evidence that you possess them, by giving specific examples.

# **KNOWLEDGE, EXPERIENCE, SKILLS AND PERSONAL QUALITIES:**

**Essential:**

1. Knowledge and understanding of the voluntary and community sector, and in particular, the BME voluntary sector.
2. Knowledge and commitment to implement equal opportunities to ensure effective partnership and cross-borough working between BME organisations, and between BME organisations & networks and other organisations and agencies.
3. Experience in developing and managing cross-borough networks to raise awareness of, and find solutions to, operational and structural issues and barriers.
4. Experience in working with a range of partners and/or stakeholders to promote maximum engagement and impact.
5. Experience and ability to organise, supervise and prioritise work and to ensure consistent quality of services and that deadlines are met.
6. Experience in sound financial management, controls and reporting.
7. Experience of robust and efficient administration including record keeping; working to deadlines; developing and maintaining operational and human resources systems and procedures; drafting and monitoring correspondences; dealing with confidential information.
8. Ability to use computerised systems, databases and software – with fast and accurate word-processing skills, databases and other software, e.g. Microsoft Access and Excel.
9. Effective oral and written communication skills, and the ability to communicate in writing and in-person to a range of audiences.
10. Experience in office management, and working with tight, sometimes conflicting, priorities.
11. Experience in recruiting, managing and motivating staff and volunteers.
12. Experience in developing and implementing work programmes: organisation-wide and individual.
13. Experience in arranging and attending meetings, taking minutes and ensuring appropriate follow-up action.
14. Experience and ability to be sensitive to issues relating to all groups.
15. Ability to organise your own work programme, to be self-servicing and self-directed.
16. Ability and willingness to work as part of a network.
17. Ability to be analytical, solve problems, be innovative, use initiative.

Desirable:

1. Being creative, flexible and proactive.
2. Educated to degree level.

**REVIEW ARRANGEMENTS:**

This Job Description reflects the requirements of the post at this point in time. However, it is likely to change over time and the Chief Executive and Board of Directors of the Croydon BME Forum will consult with the post holder as and when changes are required.

**Equal Opportunities**

Croydon’s BME Forum is an equal opportunities employer. No job applicant or employee will be discriminated against unlawfully on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference.

Selection for training, development and promotion will be based on an individual’s ability to meet the requirements of the job and performance in line with policies and procedures.

# **Equality and Diversity**

The postholder is required to promote equality in service delivery and employment practices. All employees must comply with Croydon’s BME Forum equality and diversity policies, procedures and initiatives.

**Health & Safety**

The postholder must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these at all times, including ensuring that they act in line with all policies and procedures at all times in order to maintain a safe environment for clients, visitors and colleagues.

**Smoking and Health Policy**

Croydon’s BME Forum endorses the principle that whether people smoke or not is a matter of personal choice but where they smoke is a matter of public concern. The policy on smoking and health protects non-smokers and requires that Croydon’s BME Forum premises are smoke-free.

**Confidentiality**

The confidential nature of the work means that employees working within the function must maintain the strictest security in relation to documentation and ensure that confidentiality is always maintained in accordance with relevant Data Protection and Association legislation.

The nature of this post is one of continual development and the duties and responsibilities outlined above may change from time to time to reflect the changing needs of the company. The post holder will always comply with Croydon’s BME Forum standards.

To undertake any such duties as are commensurate with the nature of the job and grade to contribute to the performance outcomes.

**Safeguarding Children, Young People and Vulnerable Adults**

Croydon’s BME Forum is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment. Recruitment checks are undertaken, and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

**JOB DESCRIPTION AGREEMENT**

The Job Description is not exhausted and is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted with the post holder. Croydon’s BME Forum reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service.

The statements contained in this description, reflect general details as necessary to describe the principle functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods, or otherwise balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed................................... Post holder...............................

Date: …………………………