All correspondence to the CEO at:

134 Hamlet Court Road

Westcliff-on-Sea

Essex

SS0 7LN

Tel: 01702 345373

Website: [www.acsos.co.uk](http://www.acsos.co.uk)

Email: enquiry@acsos.co.uk



**Southend on Sea CIO**

**Job Description**

Title: Operations Manager

Salary: £29,000 - £31,000 (depending on experience)

Hours: 37.5 hours per week

Responsible to the board of trustees as a whole, but usually line managed by the chair of trustees on behalf of the board.

**Organisation Profile**

Age Concern Southend-on-Sea (“ACSOS”) is a small, local independent charity formed in 1974. It is not connected with any other organisation su​ch as Age UK. We provide telephone befriending to c.200 people (prior to the coronavirus pandemic, in addition to providing telephone befriending, we also offered face-to-face befriending to older people in their own homes and in local care homes and hope to be able to reinstate this service at a future date). We also provide bespoke information and signposting for individuals, a handyman service, wheelchair hire and hearing aid battery exchange. In July 2018 we took on a 20-year lease of an ex-department store in Westcliff and, to date, have spent over £400,000 converting it into a "one-stop" community hub ("The Haven"). When we acquired the lease of The Haven our aim was to create a “one-stop” centre housing all the facilities needed by the older people of Southend but over the past twelve months we have considerably widened the scope of the hub and it is now used by the whole community. The ground floor includes a community café, hairdressing salon, foot care clinic, reflexology, massage, beauty, nail and therapy services, Southend Borough Council adult social services and NHS “drop-in centres” and a specialist day service catering for people with dementia. We also offer small, local businesses space to sell their goods and services at a rate much cheaper than they could get elsewhere. The first-floor houses activities such as keep fit, yoga, tai chi, line and belly dancing run by local tutors, table tennis, whist, pool, art and craft activities and sewing, crochet and computer classes. We also run full-day activities that are open to anyone including mother and toddler and young adult groups.

ACSOS has two full-time and ten part-time members of staff supported by c.150 volunteers ranging in age from 16 to 90. The Trustee Board meets quarterly or more frequently if appropriate. The Board comprises five trustees with experience in the finance, voluntary, health and social care sectors.

**Job description**

**JOB PURPOSE:**

The key responsibilities of the Operations Manager are to ensure that our enthusiastic and dedicated staff team and volunteers are looked after and supported and that our facilities are safe and well maintained.

We want someone who has proven leadership skills, a strong work ethic and a passion for quality. We are seeking an Operations Manager with the expertise, commitment and values to make a real difference to the lives of older people with care and support needs.

The Operations Manager will take the lead in developing the charity’s future strategy and keep staff morale and retainment high.

This post is both an operational and strategic role which requires the holder to represent ACSOS at a senior level to partners, customers, and stakeholders. The postholder will be accountable for their decisions, must protect the ACSOS brand and will work towards challenging targets.

You will be responsible for ensuring the efficient operations of the charity and the ongoing improvement and development of the services that it offers in line with the agreed business plan and ACSOS’s policies and procedures; and to manage, train and develop the charity’s staff and volunteers.

We need a well-organised, professional, and proactive individual. You will be highly professional and accountable with excellent verbal and written communication skills. You will have the experience and credibility to be able to provide direction, guidance and support to our highly dedicated team and be able to develop and sustain positive and trusting relationships with local authority commissioners, our business partners, professionals, and other agencies.

You will foster a warm and inclusive atmosphere in services and must promote a responsive, person-centred culture and excellent customer care.

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

**1. Management & staffing**

* Responsible for the smooth and efficient running of the community hub, day care service and office.
* Supervise, guide, motivate and engage a team of 12 staff and c.150 volunteers. This includes the regular (at least semi-annually) performance management of the Centre Manager, Day Care Centre Manager and 3 other members of staff.
* Ensure the proper staffing of the office and hub and ensure that the Centre Manager and Day Care Centre Manager manage and supervise their own direct reports and that the Volunteer Co-ordinator manages the charity’s volunteers according to the charity’s processes.
* Organise staffing rotas to ensure that the office, hub and day care centre are appropriately manned using a combination of home and office working as necessary.
* Convene and chair monthly staff meetings and other meetings as necessary.
* Ensure that all staff understand and abide by relevant legislation and the charity’s policies and procedures.
* Support the Chair of Trustees on various projects as required.
* Provide staff with clear direction and vision. Ensure that all projects have clearly stated aims and objectives and ways of demonstrating the outcomes they achieve. Ensuring that these are regularly reviewed to keep them in line with best practice, the needs of our community, funders, partners, and the objectives of ACSOS.
* Build a strong working relationship with the chair and board of trustees
* Take an organisational lead role in Human Resources and contract compliance ensuring that HR and operational policies and procedures are up to date and implemented.
* Understand the charitable funding and contracting environment in which ACSOS operates.
* Manage a range of contracts and agreements and negotiate agreements to cover new activities.
* Ensure that complaints and incidents are recorded and dealt with fairly and efficiently.
* Ensure that forward planning of staffing requirements takes place and that any staffing gaps (e.g., sickness, annual leave) are covered.
* Ensure that all staff and volunteers are DBS checked and trained in accordance with ACSOS’s Safeguarding and Equality and Diversity Policies.
* Take the lead in recruiting core staff with assistance where appropriate from the Centre and Day Care Centre Managers.
* Operate ACSOS’s recruitment, grievance, disciplinary, absence management and other policies and procedures as required.
* Manage HR contracts and disseminate information to senior team and staff as and when required.
* Organise exciting and inventive staff and volunteer team building and social events.
* Act as ACSOS’s data protection officer, ensuring adequate data protection policy and process is in place
* Manage our annual governance cycle, including being the point of liaison between ACSOS’s board of trustees and senior management team, working closely with the chair to plan meeting agendas, record the Minutes of trustee meetings and ensure that full and accurate papers are prepared in a timely fashion.
* Producing reports and collating data against KPIs
* Manage general office procedures to ensure processes and duties in the office flow efficiently
* Keep organisational policies, procedures, staff induction and staff handbook up to date

**2. Training & development**

* Identify the training and development needs of staff and volunteers, and report to the chair of trustees.
* Support the Centre Manager, Day Care Centre Manager and Volunteer Co-ordinator to deliver/organise training to their staff and volunteer teams on a regular basis.

**3. Funding and finances**

* To be responsible overall for the financial health of the charity including developing, overseeing and monitoring an effective programme of income generation. To ensure that the charity has sufficient financial resources to deliver its business plan and identify new income streams so that it can continue to provide the services needed by the older people of Southend and surrounding areas both now and in the future
* To ensure that the charity has sufficient reserves and unrestricted income so that it has a solid financial framework to meet future needs
* To assist with applications for grants from statutory and charitable bodies and ensure that all necessary reports are provided to funders as and when required
* Monitor the budgets for each of the charity’s revenue streams, in conjunction with the Centre and Day Care Centre Managers and ensure that services operate within agreed budget limits.
* Actively participate in various activities to raise funds for the charity; promote the charity and its work, and work with the chair of trustees, Centre Manager and Fundraising and Marketing Officer to identify sources of funding from the voluntary and statutory sectors.
* Liaise with the Finance Office and Centre and Day Care Centre Managers in the preparation and management of budgets.
* To monitor project income and expenditure and to ensure that budget holders manage their budgets in line with ACSOS’s financial policy and procedures.
* Work with the Treasurer to manage staff salaries and NEST pension contributions and employment legalities.
* Work with the Finance Officer to manage petty cash, donations and facilities hire fees.
* To produce financial project reports/budgets for the chair and board of trustees as and when required.

**4. Services development**

* Support the Centre Manager to innovate, develop and deliver a range of activities for the community hub. Ensure that all activities in the hub remain relevant, innovative and financially viable.
* Help develop information systems and gather quarterly intelligence around the impact of the charity on its users, organise the regular evaluations of the services offered to volunteers and service users and actively engage, involve, and consult with service users and franchisees regarding on-going service development, and report monthly to the chair of trustees
* Ensure the services provided by the charity are run in a safe, supportive, inclusive, and non-discriminatory fashion and work within the aims, objectives, and ethos of the charity.
* Ensure that all data is collected, collated, and submitted in line with our annual contracts and funders requirements.
* Ensure Managers and staff develop annual objectives and maintain appropriate performance and quality measures and monitor performance against them through regular appraisal and reviews. Take appropriate action to ensure that agreed standards are achieved and improved on.
* Represent ACSOS professionally and effectively in dealings with external stakeholders and ensure that it can take advantage of any opportunities which may arise to develop new projects and/or partnerships.
* Ensure that statistics and monitoring information on service delivery are regularly collected and collated for all ACSOS’s contracted projects and grants.
* Produce clear, relevant, and well-argued project proposals, reports and other written materials as necessary.
* Identify any gaps in provision of services.
* Contribute to business planning for developing ACSOS’s services and proposals for new projects aimed at meeting the needs of its client group and partners.
* Work in partnership with the chair of trustees and management team to develop a new ACSOS Business Plan and Strategy and lead the development and implementation of an operational strategy
* Provide a strong day-to-day leadership presence for staff
* Identify strategic priorities
* Analyse upgrade and monitor technology infrastructure and administrative processes to support the organisation’s growth

**5. Health & Safety**

* To ensure that the major risks to which the charity is exposed as identified in its risk register are reviewed regularly by the board and the management team, that systems have been established to mitigate these risks, and that a risk analysis is automatically carried out when taking on new work or proposing new work to the board
* To ensure that all risk assessments that are required to comply with regulatory guidelines (including, if appropriate, COVID-19 risk assessments) are undertaken as necessary and at least semi-annually
* To ensure that there are effective mechanisms to ensure the robustness of external and internal controls (financial and non-financial)
* Undertake regular Health & Safety inspections.
* Ensure Health & Safety policy and procedures are up to date.
* Carry out Risk Assessments of all facilities, employees, volunteers and for all ACSOS activities.
* Ensure that all facilities maintenance is completed.
* Management of all ACSOS contractors when they are on site.
* Advise chair of trustees of any urgent repairs and health and safety issues.

**5. Marketing and public relations**

* To develop, as appropriate, the charity’s public profile and foster strong relationships with statutory, voluntary and private bodies, and other external stakeholders
* To act as the charity’s representative on the frailty, bereavement and dementia steering groups, mental health partnership forum, Southend Police independent advisory group, carers’ response team, Southend Borough Council multi-disciplinary team meetings and 2050 locality planning groups and SAVS CEO network
* To represent the charity and act as its spokesperson at public functions, public meetings and to the press/media and provide talks to local groups
* To maintain and develop relationships with local and national media sources
* To liaise with existing major donors and corporate partners and develop new relationships
* To attend networking events and use such events to build new relationships, to “sell” space at the charity’s community hub (“The Haven”) and encourage volunteering/corporate partnerships
* To set up mechanisms for listening to the views of current and future beneficiaries on the performance of the charity, as well as on areas for future development
* To scan the external environment for changes that may affect the charity, to advise the trustees proactively and to take necessary action
* Act as a champion of the charity. Promote and represent ACSOS services to service users and service professionals in the Borough of Southend-on-Sea.
* Facilitate the building and maintenance of constructive and supportive relationships with our partner organisations.
* Maintain regular good communications internally and externally with franchisees, local partners, commissioners and other key stakeholders and contacts.
* Promote and maintain effective communication between all parts of the organisation.
* Lead on all communications with our external stakeholders
* Support the Fundraising and Marketing Officer to maximise ACSOS’s online presence.
* Regularly review and check the ACSOS web and social media sites and other online presence – including noticeboards, newsletters etc for accuracy and oversee the management of external reviews/posts by members of the public.
* Support the production of materials for project and service promotion.

**6. General**.

In carrying out the above duties the post holder will:

* Seek to improve personal performance, contribution, knowledge, and skills.
* Contribute to maintaining safe systems of work and a safe environment.
* Undertake other duties appropriate to the role.
* Co-ordinate and take part in staff meeting and discussion days.
* Perform any other duties consistent with the role.
* Offer occasional out of hours cover over evenings and weekends.
* Follow all ACSOS’s policies, procedures, performance expectations and code of conduct.

**Equality, Diversity and Inclusion**

* ACSOS is committed to creating a diverse environment and is proud to be an equal opportunity employer. All applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.
* It is the responsibility of every member of ACSOS’s staff to ensure the practical application of this policy.
* We encourage individuals of Black, Asian and Minority Ethnic backgrounds to apply – ACSOS is committed to ensuring our workforce is reflective of our diverse community and is therefore committed to increasing representation of staff of Black, Asian and Minority Ethnic backgrounds across all roles and at all levels.

**Health & Safety**

* All staff have a responsibility to look after the health and safety not only of those people who use our services but for themselves and their colleagues and should follow the ACSOS Health and Safety Policy and Procedures.
* All staff are ambassadors for ACSOS and as such may be required from time to time to assist managers and fundraising in the promotion of its work.

This post is subject to a Disclosure & Barring Service check at an enhanced level and the right to work in the UK.

**PERSON SPECIFICATION CRITERIA**

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| **Criteria** |  |
| At least three years’ experience in a leadership role | Essential |
| Degree or equivalent qualification or demonstrable equivalent experience of working in the charity sector | Desirable |
| Proven people management skills (i.e. ability to motivate, engage with and supervise a team to further improve service delivery) | Essential |
| Knowledge of the range of services and activities available and necessary to improve the quality of life for older people | Desirable |
| Demonstrable skills and ability to establish and maintain effective working relationships with a range of partners within both the statutory and voluntary sectors | Essential |
| Excellent verbal and communication skills, ability to credibly represent the organisation at senior level | Essential |
| Good leadership skills and the ability to enthuse, motivate and develop a small team to continue to deliver results | Essential |
| Experience of managing resources in a similar size and type of organisation | Desirable |
| Experience of growing income from a variety of sources and of developing new business | Desirable |
| Proven track record of successful fund-raising from major donors/charitable trusts in a challenging financial environment | Desirable |
| Ability to influence people at all levels in a clear persuasive and tactful way | Essential |
| Ability to draft clear and “winning” grant applications to statutory and charitable bodies | Desirable |
| Excellent interpersonal skills and experience of successful networking and developing relationships with stakeholders | Essential |
| Strong multi-tasking skills, flexibility and ability to manage conflicting priorities | Essential |
| Experience of overseeing operations and managing projects, including budgets and both client and supplier relationships | Essential |
| Proven ability to engage positively and professionally with people at all levels | Essential |
| Experience of working in partnership with a board of trustees | Desirable |
| Ability to demonstrate continuing personal development | Desirable |
| Experience of work with local and national media to enhance profile | Desirable |
| Experience of working with and developing volunteers | Desirable |
| Evidence of strong and effective financial management including experience of developing budgets and financial forecasts | Desirable |
| Ability to think strategically and creatively and solve problems | Essential |
| Knowledge of Health and Safety and other regulatory requirements | Desirable |
| Comfortable using current IT and web-based systems | Essential |
| Marketing and PR skills | Desirable |
| Confidential, tactful and diplomatic | Essential |
| Proven ability to delegate appropriately | Essential |
| Knowledge of the health and social care, statutory and voluntary sectors | Desirable |
| Familiarity with project management | Desirable |

**How to apply:**

If you would like to apply for this role, please send your CV with a covering letter to:

Mike Nicholson, Chair of Trustees, Age Concern Southend on Sea, 134 Hamlet Court Road, Westcliff=On-Sea, Essex SS0 7LN Email: m.en@hotmail.co.uk

Applications for this role close at **5pm – November 12th**