

Operations Manager

Salary:	£24,174 p.a.
Responsible To:	Trust Manager
Responsible For:	Cleaning and Key Holding Staff, Contractors, Caretaking and Handy persons
Hours Per Week:	37.5
Additional Terms:	The nature of this role will require regular evening and weekend working and on call duties.
Contract:	Initially 12 Months – Extension subject to securing income

Purpose of Job:

To play an important part of HDT's Small Senior Management Team. Helping to grow HDT 's income earning services and delivering services that make a real difference to our community.

To develop and ensure cost effective delivery of operations and facilities management systems including;

- contract management
- customer care
- information systems and technologies for Bookings and Sales
- Building Maintenance and Management Systems

Specific Tasks:

Ensure that all our buildings and landscapes are managed and maintained to high standards.

Provide the central point of contact and management for bookings, lettings, facility users and customers

To develop our enquiries and customer networks – ensuring our buildings are welcoming, vibrant, in demand and full. Gathering, reporting and acting on Customer Feedback

Ensure that all points of contact with HDT, including phone, website and our buildings and landscapes are welcoming, accessible and legible to all

Ensure that all our visitors and contractors are safe and our buildings and all tenants and users comply with Legislation and HDT's Safety Management Systems and Insurance Requirements

Ensure effective management of all site security needs and act as the key point of contact for external security contracts, key holding and call out rotas

Provide effective Line Management for cleaning and landscape staff

Help to develop a reception function with staff and volunteers that operates throughout the 9-5 working week that provides a friendly, efficient and professional service to all.

Develop and Support opportunities for Apprenticeships and Volunteering within our Facilities Management Services

Oversee Routine Maintenance And Admin Systems Including:

VEHICLES/EQUIPMENT:	Availability / service schedules / repairs / tax / mot
PLANT MAINTENANCE:	Maintenance schedules / servicing / repairs
REPAIRS AND MAINTENANCE:	Quality control / value for money / dealing with contractors / quotes / supplier database
SAFETY & SECURITY:	Keys / locks / alarms / CCTV / Fire Safety / Extinguishers / service schedules / Incident Logs
STAFF TRAINING:	Maintain training log / identify training needs
POLICIES & PROCEDURES:	Implementation and improvement (i.e environmental/recycling)

Additionally:

To work within the Trust policy framework, paying particular attention to promoting equal opportunities, a health and safety culture and good employee relations.

Responsible for the recording and collation of monitoring information and preparation of monitoring reports for Directors and funders as required.

Evaluate and plan work programme including an annual review of the post

To undertake own admin – IT Equipment supplied

Participate in appropriate training

Carry out other duties commensurate with the post within the aims and objectives of the Trust

Person Specification:

Category	Essential	Desirable
Personal Qualities		
Approachable, Friendly and Confident	✓	
Leadership Qualities; willing to take responsibility	✓	
Ability to form professional and effective working relationships with key people	✓	
Resilient – able to cope with change and challenge	✓	
Able to identify and balance the financial and social needs of a Not-for-Profit organisation	✓	
Experience		
Sound experience of General Office and Reception Management	✓	
Experience and Confidence with Management of Premises, Facilities Management and Hospitality	✓	
A willingness and capacity to take practical responsibility for varied operational management issues	✓	
Firsthand experience of recruiting and managing an effective and motivated staff team	✓	
Experience of managing effective contracts with suppliers	✓	
Experience of interpreting needs of internal and external customers	✓	
Experience of budget management	✓	
Experience of overseeing production of marketing literature e.g. Website design brochures, displays etc.	✓	
An excellent ability to communicate in an accessible and friendly style to staff, customers and visitors	✓	
An ability to prioritise a complex and demanding workload that balances the need to meet the needs of internal and external customers and achieve targets	✓	
A proven ability to handle confidential information and material	✓	
Experience of developing and delivering strategies for improvement		✓
A commitment to inclusion and provision of routes for employment and engagement		✓
Security and H+S management		✓
Knowledge		
Community Business and Social Enterprise	✓	
An understanding of how businesses work and what makes them profitable	✓	
Current Grant, Social Finance and Investment Regimes,	✓	
Community development and capacity building		✓
Development Trusts and asset based regeneration		✓
Education & Skills		
Excellent Literacy, Numeracy and Digital Technology Skills	✓	
Creative approach to project development and delivery		✓
Effective oral and written communication	✓	
Organisation and planning skills	✓	
Ability to work as part of a team	✓	
A good knowledge of sources of guidance for personnel, legal, financial and administrative matters Experience of developing policies and procedures	✓	