



## **JOB DESCRIPTION**

<b>Job title:</b>	Operations Manager
<b>Salary:</b>	£15 ph (£28,860 pro rata)
<b>Hours:</b>	20 hours per week, over at least 4 days £15 - £15,600
<b>Annual leave:</b>	28 days (pro rata) Pro rata at 20 hours is 24 days
<b>Reporting to:</b>	Board of Trustees
<b>Contract:</b>	Permanent
<b>Location:</b>	SVS Office, Sherburn and Villages Community Library

### **About Sherburn Visiting Scheme (SVS)**

The visiting scheme has been in existence for over 40 years and its aim is still to improve the quality of life for the over 60's and help alleviate loneliness by encouraging members to participate in our many and varied activities. The charity has grown so now it has almost 500 members including 74 volunteers.

We are seeking to hire a self-motivated and enthusiastic Operations Manager to work with the trustees and be responsible for the day to day running and management of the charity. The successful candidate will have excellent communication skills, a flexible approach to managing the demands of the role, and the skills to build strong relationships with a wide variety of people including service users, staff, volunteers and supporters.

## **Main duties and responsibilities**

- To manage all operational activity of the charity according to the strategic direction provided by the Board of Trustees.
- To be responsible for all aspects of staff and volunteer management, including recruitment, training and supervision.
- To manage the charity's budget ensuring cash flow remains stable at all times.
- Responsibility for overseeing the charity's customer relationships, complying with data protection regulations.
- To contribute to the development and long term strategy of SVS, providing regular reports to the Board of Trustees.

## **Key skills and experience**

- Excellent time management and prioritisation skills.
- The ability to deal with a multitude of tasks and a range of varying priorities.
- Problem solving skills.
- Excellent IT skills and experience in the use of most Microsoft Office applications including Outlook, Word and Excel. Experience of using a customer relationship management system would also be helpful.
- Excellent written and communication skills with the ability to communicate with people in a variety of different contexts.
- A commitment to our values and a passion for supporting our members.

**Note 1** - This role requires a self-motivated individual who is responsible for the day to day running and management of the charity. There is the opportunity to work from home for part of this role but also the expectation that most of the hours will be carried out at the charity's office in Sherburn in Elmet Community Library.

**Note 2** - The successful candidate must pass a DBS check.