* **Job Title:** Operations Manager
* **Responsible to:** Chief Executive Officer
* **Salary range:** £30K-£38K
* **Work pattern:** 32 hours over a 4-day working week

# Key responsibilities

The Operations Manager will be responsible for the day to day operations of the projects and ensuring that all projects deliver on time, within budget and against identified standards.

Reporting to the Chief Executive Officer, this role will ensure that there are sufficient resources to deliver multiple community projects using multi-channel facilities. A large part of the role will be focused on project delivery, reporting and people management.

# Main duties and responsibilities will include but are not limited to

* Ensuring that all projects are fully resourced (staff and volunteers) and managed in line with their targets, KPIs
* Effectively managing the performance of all direct reports. Responsibility for ensuring the management and welfare of staff, their development, support and supervision in line with the organisational structure. Fostering the culture of leadership, empowerment, employee and volunteer engagement, autonomy and independence
* Ensuring that adequate rota cover is in place for service delivery
* Developing the strategy for multichannel delivery and implement
* Ensuring all channels are in place with appropriately staff resources – including face to face, phone, webchat, Near Me, 10 to 8, outreach and home visits
* Developing, implementing and reviewing operational plans to ensure organisational objectives are met
* Leading a team of staff effectively by:
* Adopting, maintaining and communicating best practice operating standards
* Conductive regular staff appraisals, identifying training needs
* Monitoring and evaluating and improving performance to agreed standards
* Ensuring that the team function well together, are briefed on their responsibilities and meet regularly
* Ensuring accountability to the Chief Executive Officer by providing timeous and accurate performance reporting
* Organising and ensuring quality checking standards are met
* Producing monthly operational reports for CEO and bi-monthly reports for the Board
* Developing and implementing an effective, streamlined project reporting mechanism in conjunction with the Business Development Manager
* Managing the delivery of specialist projects, from planning through to completion
* Ensuring projects are delivered in line with budget, and that all projects fully meet project deliverables
* Contributing to a risk register and provide regular risk reports
* Ensuring services comply with quality control frameworks including Citizens Advice Scotland (CAS) audits; Scottish National Standards for Advice and Information Agencies
* Leading the improvement and innovation across services
* Leading on the development, implementation and review of operating policies and procedures to ensure effective service delivery in line with CAS and sector best practice
* Reviewing service delivery KPIs and analyse trends for planning and development
* Ensuring well managed evaluation and reporting framework for funders, the Board and wider stakeholders is adhered to
* Reporting performance to various internal and external stakeholders
* Deputising for the Chief Executive Officer when required
* Maintaining strong relationships with senior stakeholder such as CAS, GCC and NHS.
* Recruitment and selection activities, as required
* Any other duties that may be reasonable requested by the Chief Executive

**Professional and Corporate**

* Fulfil the role to the highest possible standard, acting professionally at all times in line with the Bureau’s Employee Code of Conduct and values
* Uphold Bureau’s reputation at all times
* Contribute to corporate developments and improvement as appropriate and in agreement with the Chief Executive Officer
* Responsibility with Senior Management Team for planning strategy needed to achieve aims and objectives of the Bureau
* Contribute to impact of CAB functions through improving internal systems and identifying and implementing saving and reducing expenditure
* Actively promote the CABs Equality & Diversity Policy, encouraging staff awareness and participation in all areas
* Representing CAB at meetings, where required

# Person specification

**Experience and Qualifications**

**Mandatory**

* Prior experience in managing an advisory organisation
* Experience of leading a large multi-disciplined team
* High degree of IT literacy – including knowledge of digital platforms
* Experience of successfully managing multiple projects
* Disclosure Scotland Clearance at the appropriate level
* Leadership experience in a comparable working environment
* Managerial experience in staff recruitment, training, supervision and performance management
* Experience in staff appraisal and development
* Supporting of the principle of voluntarism
* Knowledge and experience of quality standards
* Understanding of and commitment to the aims and principles of the CAB service

**Additional requirements**

* Degree or similar qualification in a directly relevant discipline
* Prior experience working in the 3rd Sector
* Ability to lead and motivate a team
* Experience in advice sector
* Experience of managing and reporting on statutory and institutional funding
* Awareness of the social needs of local communities and services provided by the voluntary sector
* Experience of statistical analysis for monitoring and evaluating purposes

**Experience and Qualifications**

* Effective leadership skills
* Strategic thinking
* Ability to collaborate with others
* Commitment to equality & diversity principles
* Ability to represent the organisation in a credible, professional manner
* Exceptional relationship building skills
* Strong planning and organising skills
* Excellent communication and interpersonal skills
* Excellent organisational skills
* Ability to manage multiple priorities
* Understanding of the current and evolving advice sector landscape
* Awareness of the needs and responsibilities of GDPR and the Data Protection Act
* Project management and ability to manage change and development
* Skilled in report writing
* Able to work to budget
* Ability to work under pressure and make measures, appropriate responses in often complex situations
* Good analytical skills
* Proven ability of working as part of a team
* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
* Commitment to excellent client experience

**The Glasgow North West Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SCO05641**

**Charity name: Glasgow North West Citizens Advice Service**