

## Operations Manager

**Salary:** £32,000 per annum

**Contract:** Permanent, 35-hour working week

**Location:** Based in central London, with occasional travel in the UK

### **Purpose of role:**

To manage all aspects of the working environment, to develop the organisation's resources and to ensure they are robust and fit for purpose, supporting the delivery of the Foyer Federation's business and strategic plans. To build relationships within and outside the organisation, including with trustees and key stakeholders.

### **Key responsibilities**

1. To manage all aspects of the office environment and office systems, including for remote workers when required. This includes IT, shared storage and mobile telecoms, ensuring they are developed, maintained, understood and used efficiently by all staff.
2. To provide high-level administrative support to the Chief Executive and senior management team, including oversight of Chief Executive's diary and email.
3. To champion good governance, building strong working relationships with the Board of Trustees, adhering to best practice and ensuring excellent record keeping and planning.
4. To manage, develop and promote the use of the organisation's CRM system, ensuring the system matches the organisation's current needs.
5. To support the finance function with invoicing, credit control and budget setting.
6. To lead on the management, selection, and review of the Foyer Federation's outsourced support functions including IT, insurance, pensions and HR.
7. To manage and lead on recruitment and induction of new staff, to maintain appropriate and proper personnel records and to develop and review HR policies in line with best practice.
8. To support the organisation's income generation with fundraising applications and online giving initiatives.
9. To coordinate travel and support events, ensuring the successful delivery of the organisation's annual awards and conference.
10. To ensure the implementation of statutory policies and procedures including Health and Safety, Equal Opportunities and Data Protection, including GDPR compliance.
11. To manage and coordinate the organisation's central email and phone, responding to enquiries from a range of stakeholders including young people experiencing homelessness.
12. To ensure your own continuing professional development by undergoing training and other activities, and to undertake any other duties as may be reasonably required.

<b>Operations Manager</b>	
<b>Experience and Skills:</b>	
1.	Exceptional team building skills with a track record in promoting positive relationships at all levels.
2.	Track record in project management to ensure effective delivery whilst maintaining day-to-day operations.
3.	Track record in office administration, including managing systems such as cloud-based CRM databases and Google Drive.
4.	Experience in providing support for HR, governance, finance and logistics management.
5.	Track record of pro-actively seeking to improve systems to meet changing demands.
6.	Knowledge of Health and Safety, Data Protection, HR and other issues relating to office and management.
7.	Excellent knowledge and experience of using Microsoft Office and ability to build the confidence of colleagues and troubleshoot where appropriate.
<b>Attitudes and Behaviours:</b>	
8.	A natural completer/finisher able to plan, prioritise, anticipate needs and harness resources to meet them.
9.	A pro-active team member, who enjoys working collaboratively, drawing on and supporting the talents of others.
10.	A confident communicator, orally (including telephone) and written, able to negotiate and deal with external contacts at all levels without supervision.
11.	Ability to work under pressure, juggling several tasks and priorities whilst maintaining a positive attitude.
12.	Sets high standards for customer service, with a positive outlook.
<b>Competencies:</b>	
13.	Application of Procedures
14.	Building relationships
15.	Project Management
16.	Project Support
17.	Acts on Innovation
18.	Communicating and Influencing