

## JOB DESCRIPTION – OPERATIONS DIRECTOR

LINE MANAGER	Chief Executive Officer
HOURS OF WORK	Full time - 37 hours per week
MANAGEMENT LEVEL	Senior Management Team
PAY SCALE	Aligned with JNC points 23 - 28
LOCATION	The Door, 44-45 High Street, Stroud, GL5 1AN

### OVERALL AIM OF THIS POST:

The Operations Director is appointed to support the Chief Executive Officer with the overall leadership and culture setting of The Door.

They are specifically responsible for the management of The Door's financial, material and human resources to enable it to deliver its vision, and for reporting to the Board of Trustees on operational matters, including the development of budgets and policies for board approval.

The jobholder is expected to provide day-to-day management of the administrative functions of the organisation, as well as financial management and strategic support for the whole organisation, whilst acting as the human resources lead - developing and delivering customer-focussed people management processes which support the Board's overall strategic aims and objectives.

### KEY STAKEHOLDERS

- Board of Trustees
- Chief Executive Officer (CEO)
- Service Delivery Director
- Operations Manager
- Finance and HR Assistant
- Administration and fundraising staff
- Department managers & team leaders
- All paid staff
- Volunteers
- Young people and families accessing the service
- Relevant statutory bodies, including the Charity Commission and Companies House

### SPECIFIC DUTIES AND RESPONSIBILITIES

#### WORKING WITH THE BOARD / COMPANY SECRETARY

- Ensure appropriate presentation and reporting to the Board of Trustees on the progress of the organisation and on all matters relevant to the discharge of its responsibilities

- As appropriate, monitor and advise on the composition of the Board, and the process of self-assessment and development
- Ensure that board/management and general meetings are scheduled and called as required
- As agreed with the Chair of Trustees, prepare agendas for board and general meetings and take minutes
- Work with the Treasurer and the Senior Management Team to prepare the organisation's annual budget and interim reforecast, and present these for approval by the Board
- Contribute to setting the strategic vision and direction to guide the organisation in achieving objectives in line with its cultural ethos, enable it to articulate its corporate philosophy and values, and ensure that these are consistently applied across the organisation and in the wider community
- Lead the preparation of policies and procedures for board approval
- Advise the Board of operational risks, and assist them in the development of appropriate risk management strategies
- Act as Company Secretary and ensure compliance with charity and company reporting requirements
- When required, deputise for the CEO in their absence.

#### LEADING AND MANAGING THE ADMINISTRATION OF THE ORGANISATION

- Be responsible to the Board for the overall financial health of the organisation, ensuring that expenditure is controlled in line with approved budgets
- Ensure that the organisation discharges its constitutional and legal obligations
- Provide day-to-day management of the administrative functions of the organisation
- Take overall responsibility for matters relating to the organisation's premises, and work closely with the Operations Manager to ensure that they are safe and fit for purpose
- Provide due diligence on all proposed contracts and agreements to ensure that they are fit for purpose and in the organisation's interest to comply with the Risk Register
- Ensure that the organisation's records are appropriately stored and readily accessible as required
- Support the IT and communication infrastructure, and act as the Data Protection Officer for the organisation
- Ensure that the organisation has the resources (human, material and financial) to operate effectively
- Maintain a safe and friendly working environment, risk assess activities as a Health and Safety lead, and maintain a full and clear awareness and understanding regarding all matters of safeguarding
- Promote the Christian ethos and Gospel message appropriately to all stakeholders.

#### FINANCIAL MANAGEMENT

- Be responsible for financial planning, monitoring and reporting across the organisation, and for the development of related policies, systems and processes
- Prepare accurate and timely monthly reports of financial performance to the Treasurer, Board and Senior Management Team to enable effective strategic decision-making
- Liaise with the Independent Examiner and manage the production of the annual report and accounts
- Maintain the organisation's accounting records and undertake all necessary account reconciliations, ensuring that unusual items and variances are investigated
- Ensure timely issue of invoices and appropriate authorisation, timing and despatch of payments

- Process staff payroll and administer the workplace pension scheme, ensuring that all employer obligations are met
- Produce regular Gift Aid & GASDS Claims
- Support the preparation of tender and fundraising documents for the development of the organisation
- Comply with agreed financial policies and procedures

## HUMAN RESOURCE MANAGEMENT

- Develop, implement and maintain HR policies and procedures to ensure effective, fair and consistent management of staff throughout the organisation, and ensure that the staff handbook is comprehensive and up-to-date
- Ensure that managers and staff are aware of the policies and procedures and able to operate them effectively, and that they are informed and updated on key business and organisational issues
- Advise managers on the full range of HR activities (including policies and procedures, employment terms and conditions, absence management, performance management and redundancy planning) and provide support to staff on HR issues as and when required
- Support managers in the recruitment of all staff, participate in the selection of staff as appropriate, and prepare staff contracts
- Manage disciplinary and grievance matters in conjunction with the relevant line manager to ensure that they are handled in line with The Door's policies, best practice and employment legislation
- Keep up to date with changes in employment law, and advise management on compliance and risk factors
- Monitor and review the system of performance appraisal and develop as necessary, ensuring that performance reviews are carried out in a timely manner and followed up
- In consultation with line managers, follow up staff development needs and source external training provision where required, and undertake the monitoring, evaluation and recording of training activities
- Make recommendations to the Board on the competitiveness of its compensation and benefits package, and assist with the annual salary review process
- In consultation with the CEO, manage the implementation of HR systems and develop where necessary, ensuring that HR data held is updated in a timely and accurate manner and complies with legal and data protection policies
- Keep staff and trustees up to date with HR matters and ensure that the successes of the organisation are communicated to all

## PERSON SPECIFICATION

### ESSENTIAL

- Because of the strategic importance of the post as a senior management role jointly responsible for setting and maintaining the essential Christian heart, culture and ethos of the organisation, there is an occupational requirement for the jobholder to be a practising Christian.

- Relevant qualification or substantial experience of financial management and budgeting
- Proven ability to work at both strategic and operational levels
- Conversant with financial systems and their implementation
- Experience of recruitment interviewing and assessment at a senior level
- Ability to work proactively, autonomously and flexibly
- Excellent interpersonal, written and verbal communication skills
- Ability to prepare and present reports to director/trustee level
- Excellent planning and organisation skills to meet deadlines
- Proficient in the use of MS Office applications
- Excellent attention to detail
- Ability to create HR communications appropriate to the audience
- Value and be able to work with Christians and others of different traditions and backgrounds

#### DESIRABLE

- Conversant and up-to-date with all aspects of employment law and HR best practice (highly desirable)
- Full driving licence (highly desirable)
- Experience in the development and implementation of employment policies and procedures
- Influencing, persuading, coaching and negotiating skills
- Co-operative and supportive team player