**Job Description**

**Job Title**: Operations Manager

**Responsible to**: Managing Director

**Salary:** £32,227 pro rata

**Hours:** 24 hours per week

**Location**: Based in Ramsgate Youth Centre (some remote working possible)

**Contract type**: 1 year fixed-term contract (with a view to extend)

**Organisational ethos**

Our value for the wellbeing of employees and volunteers stems from the belief that people are important and should be valued. To support this ethos, we are committed to supporting the positive mental health and wellbeing of all our employees and volunteers, and whilst we recognise that work and life can have a negative impact on a person’s mental and physical health, we aim to reduce stress in the workplace and offer support to those employees who may be experiencing difficulties.

**Job purpose**

At PIE, we owe much of our success to the efficiency of our organisational processes. To help maintain and grow this standard, we’re seeking an experienced Operations Manager to oversee organisational operations. The ideal candidate will have a sharp mind and proven track record of managing multiple departments toward maximum productivity whilst upholding our organisational values. They will be highly skilled in human resources, organisational systems and IT management. Additionally, they’ll display a proven ability to develop and maintain an environment of trust, diversity, and inclusion within our team. Their ultimate responsibility is to increase our operational efficiency and efficacy across the organisation.

**Overall role description**

As an organisation, we have grown considerably over the past few years and are now in need of an Operations Manager to complete our Senior Management Team, and who will manage operational processes to ensure the success of the charity.

You will be part of a creative, dynamic team that provides the operational backbone of PIE. This team supports the delivery of safe, positive and inspirational experiences for children and young people attending our sessions.

The ethos of PIE's programmes and services is firmly rooted in creativity and made possible by strong teamwork, therefore a team player mentality is vital. The role expectations below are based on an overarching commitment from all members of staff being vital to the success and achievements of Pie Factory Music.

**Key areas of responsibility:**

**Human Resources**

* To oversee all HR processes including recruitment, onboarding, equipment, training and development, off-boarding, and to oversee the interaction of third party HR support when necessary.
* To maintain constant clear communication with management, staff, suppliers and contractors to ensure proper operation of the organisation.
* To line manage operational staff, suppliers and contractors to ensure proper operation of the organisation.

**Operational processes and procedures**

* To create new and develop existing operational processes, systems and procedures to enhance and sustain the organisation’s internal capacity (processes including data collection, monitoring and evaluation, bookings, etc.)
* To ensure that the organisation’s building is properly maintained and that legal obligations are met.
* To oversee IT management across the organisation including interaction with third party suppliers when necessary.
* To manage an operations budget in liaison with the Finance Manager.

**Senior Management Team**

* To lead the delivery of strategic and operational objectives.
* To support the Managing Director in the running of the organisation.
* To help make important policy, planning, and strategic decisions.
* Develop, implement, and review operational policies and procedures, including the organisational risk register.

**Daily and monthly responsibilities**

* To oversee equipment upkeep and management
* To manage the upkeep of the minibus
* To manage utility contracts
* To be the key contact for contractors and reporting issues
* To manage regulatory premises compliance checks

**Professional Responsibilities:**

* To develop and maintain effective relationships with colleagues, partner agencies and stakeholders.
* To receive line management and supervision as agreed with the senior leadership team.
* To maintain high standards of professional integrity and respect for others.
* To ensure continuous self-development through training, supervision and other appropriate means.
* Keep informed about relevant changes to policy and legislation relating to young people and arts and culture.

We also require that all staff work in accordance and make themselves familiar with policies and procedures. These are not only in place to ensure the safety of our participants but also to protect and support staff members and the charity itself.

This job description is provided to assist the post holder to know their principal duties. It may be amended from time to time in consultation with the post holder without change to the level of responsibilities appropriate to the grading of the post.

**Person Specification**

The person specification is a picture of skills, knowledge, experience and attributes required to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

You should demonstrate on your application form how you meet the following essential criteria.

|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Skills and Experience** | 2+ years’ proven experience in an operations management position  Strong budget development and oversight skills  Strong leadership skills  Excellent ability to delegate responsibilities while maintaining organisational control of operations  Strong IT skills; proficiency in Microsoft Office (Word, Excel) and database development  Experience in line management and supervision  Excellent interpersonal, written and verbal communication skills  Ability to handle sensitive issues with tact and diplomacy | Bachelor’s degree in operations management, business administration or related field  Interest in and appreciation for the role of creative arts in youth work  Hold a full UK driving license |
| **Knowledge and Understanding** | Practical knowledge of budgeting, cash-flow regulation, monitoring profit and loss statements and maintaining balance sheets  An understanding of the importance of Safeguarding and Data Protection  Knowledge of general business software and aptitude to learn new applications |  |
| **Attributes** | Good leadership qualities with the ability to provide direction  To be able to prioritise and time manage workload efficiently and proactively  To be creative, proactive, able to use initiative and make sound judgments  A commitment to equity, diversity and inclusion.  An interest in issues concerning the welfare and rights of young people  To be able to work effectively as part of a team |  |

This post is subject to an Enhanced Disclosure Application to the Disclosure and Barring Service.