



## Role Description

**Title:** Operations Manager

**Reports To:** Chief Executive

**Responsible for:** Service Managers and Admin Team

**Hours:** Full time 35 hrs per week

**Salary:** £35,000-£40,000 per annum depending on experience

The Good Shepherd was established by the Brothers of St John of God, a religious order who have supported the local community for over 50 years. Two of our core values are: Hospitality and Compassion for the most disadvantaged.

The people that make up the Good Shepherd are our most important asset. We want our people to feel supported, skilled, involved and to feel that their work is valued. Our role as an organisation is to encourage and facilitate change; our mission is to end homelessness, support recovery and create pathways out of poverty.

### **Role Summary**

We're ambitious for the charity and the people that use our services. We've grown over the last three years and we're looking for someone who shares our values and has the skills, experience and motivation to help drive the organisation forward.

We're recruiting an Operations Manager to improve governance, enhance service delivery and contribute to the wider development of the organisation.

If you would like to discuss this opportunity, please contact Tom Hayden on: 01902 399955 or email [tom@gsmwolverhampton.org.uk](mailto:tom@gsmwolverhampton.org.uk)

### **Duties and Responsibilities**

- Build positive working relationships with strategic stakeholders including commissioners, senior managers, local councillors and MPs, and contribute to strategic meetings and working groups.
- Lead on governance and support Service Managers and Team Leaders to ensure a high level of compliance.
- Work with the Service Managers to develop and manage a set of Key Performance Indicators.
- Provide regular team meetings and staff supervision.
- Promote and embed a proactive approach to equality and diversity and undertake equalities impact assessments and reviews.

- Build and manage relationships with external agencies including drug and alcohol, mental health, immigration and housing services, and represent the organisation at external events and publicity opportunities.
- Work with the Chief Executive to ensure the charity fulfils its legal, statutory, and regulatory responsibilities ensuring public liability insurance, contents and vehicle insurances are maintained and updated.
- Lead on operational safeguarding providing support and guidance for managers and the staff team.
- Ensure all policies, procedures and risk assessments are regularly reviewed and well embedded; oversee the administration of HR policies including managing the disciplinary and grievance processes.
- Generate monthly and quarterly reports for internal and external stakeholders and analyse data and performance.
- Work with the Chief Executive and Finance Manager to ensure rigorous financial control and projects operate within budget.
- Support business development including identifying and bidding for contracts, grants, and services.
- Oversee staff training and development and support the recruitment of new staff.
- Any other duties which reasonably fall within the range and responsibilities of this post.

# Person Specification

## Qualifications

- Educated to degree level or equivalent
- Management and Leadership qualification - **desirable but not essential.**

## Experience, Knowledge & Skills

- Experience managing projects and leading teams.
- Experience supervising and coaching staff or volunteers.
- Experience monitoring data and preparing reports.
- Experience managing contracts and services.
- Experience setting KPIs and managing team performance.
- Experience working with a wide range of stakeholders, developing, and maintaining relationships.
- Knowledge of national homelessness policy and best practice related to the Good Shepherd's work.
- Understanding of homelessness services and the wider services for people- who are disadvantaged.
- Understanding and experience of safeguarding vulnerable adults and children and an in depth understanding of best practice and good governance.

## Abilities and attributes

- Excellent communication skills with the ability to engage people.
- Strong leader able to adapt approach and style to effectively manage team members and volunteers.
- Collaborative and able to develop and maintain strong working relationships with a range of stakeholders.
- Solution focused manager with a positive approach to leadership.
- An effective and inclusive leader.
- Able to manage multiple tasks and projects.
- Excellent IT skills and confident using MS Office (Word, Excel, Outlook etc.).
- Work in a person centred, strengths based way.
- Maintain confidentiality of all data and information.
- Ability to work non-judgementally.
- Cultural awareness.
- Maintain clear professional boundaries.
- Work proactively with internal and external teams.