

# WRCC Job Description

<b>Job Title :</b>	Operations Manager
<b>Line Managed by:</b>	WRCC Chief Executive
<b>Hours:</b>	37 hours per week.
<b>Salary:</b>	NJC spinal column points 31 to 36 depending on experience (currently £39,186 - £44,428 p.a.)
<b>Location:</b>	WRCC offices at Wellesbourne or Warwick, though a hybrid arrangement is available. Travel throughout Warwickshire & Solihull will be necessary.

## Overall Aim:

The purpose of the role is lead, manage and develop a number of services delivered by WRCC, specifically the Warm Hubs project and Community Food Fleet service (combined forecast turnover of £660k and 20 staff in 2024/25).

## Specific Aims:

- A. WRCC Services  
To manage WRCC services to ensure effective and sustainable delivery.
- B. Senior Leadership Team  
To provide support to the Chief Executive and Board of Trustees in the development of strategy, identification of funding and development opportunities and in the management of WRCC. To work closely with other senior leaders to develop and improve services. To deputise for the Chief Executive in their absence.

## Main Duties

### A: WRCC Services

1. To develop strategic and business plans for WRCC services, lead on their implementation and monitor their delivery
2. To develop project budgets, schedule expenditure and manage financial performance

3. To develop tenders for new public service contracts
4. To collect data to evaluate service performance and identify areas for improvement
5. To manage relationships with project funders and partners to ensure continued support
6. To deliver performance and monitoring reports to funders and partners
7. To manage relationships with key suppliers to ensure security and maximise value for money
8. To develop strategies to improve project and service performance
9. To line manage project staff within selected service areas, being responsible for recruitment, training, development and discipline of project staff
10. To manage staff levels to ensure service delivery
11. To ensure compliance with legal, safety and good practice requirements
12. To co-ordinate activity with IT suppliers to ensure data security and information retention
13. To co-ordinate the production of suitable publicity and press material
14. To champion operational best practices, including driving risk register and health & safety reviews
15. To produce and deliver reports to the Chief Executive and WRCC Board of Trustees

## **B: Senior Leadership Team**

1. To assist in the development of strategic and business plans for WRCC
2. To develop and encourage creative proposals for submission to the Board of Trustees
3. To play an active part in the senior leadership team at WRCC
4. To drive operational efficiencies and cost-effective procedural guidelines
5. To ensure reporting across WRCC that highlights variances to budget and planned ameliorative action, by agreed change through delegated empowerment
6. To deputise for the Chief Executive in their absence
7. To undertake any other duties commensurate with the post as directed by the WRCC Chief Executive

### **Responsibilities**

37 Hours per week, Monday – Friday, though some evenings and weekend hours may be required.

Where services are provided out of normal office hours, it is expected that staff will be available by mobile phone according to rota to deal with any issues.

The nature of tasks may vary from time to time but within the levels of responsibility of the post.

All employees have a responsibility for their own safety and must not endanger that of colleagues or visitors in the workplace.

The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the WRCC Equal Opportunities Policy.

Where a mobile phone has been issued staff should reasonably be contactable when off duty in order to respond to unforeseen incidents and emergencies.

## Person Specification

CRITERIA	Essential/ Desirable	Assessed: Application form/ Interview/Task
<b>QUALIFICATIONS &amp; KNOWLEDGE</b>		
Degree or equivalent qualification	E	AI
Qualification in a business or finance discipline	D	A
Knowledge of public and political structures in Warwickshire	E	AI
Understanding of public service procurement and commissioning processes	D	AI
Knowledge of the VCS and its funding mechanisms	D	AI
<b>EXPERIENCE</b>		
Direct experience of developing financial sustainability and resilience	E	AI
Charity sector operational experience	E	AI
Project management experience	E	AI
Extensive experience in leading teams	E	AI
Experience of managing a risk register and undertaking H&S audits	E	AI
Demonstrable experience of organisational development	E	AI
Strategic planning experience	E	AI
<b>SKILLS &amp; ABILITIES</b>		
Leadership skills	E	AI
Excellent communication skills, both verbal and written	E	AI
Negotiating skills	E	AI
Self motivated and ability to work on own initiative	E	AI
Excellent IT skills and ability to make effective use of MS Office	E	AI
Ability to formulate succesful bids and tenders	E	AI
Networking skills	E	AI
Ability to deal effectively with people at all levels of organisations	E	AI
Diplomacy	E	AI
Problem solving skills	E	AI
Able to work flexible hours to meet critical deadlines	E	AI
Access to independent transport and the ability to travel throughout Warwickshire & Solihull	E	A