



JOB DESCRIPTION

TITLE :	Operations Manager
HOURS :	30 – 37 hrs per week (to be discussed at interview) Mon – Friday, with occasional unsocial hours
SALARY :	£30,011 (Pro rata where applicable)
ANNUAL LEAVE :	25 days plus 8 bank holidays (pro rata)
ACCOUNTABLE TO :	Director
RESPONSIBLE FOR :	Development Officers
PENSION :	8% non-contributory pension for posts over 18 months duration
LOCATION :	112-113 Commercial Street, Maesteg With travel throughout bridgend & NPT Counties

Aim of Post

To support the strategic partnership role of BAVO while delivering and managing the Engagement Gateway programme for a maximum of 15 hours per week. The post holder will assist the Director in the development, implementation and monitoring of BAVO's strategy, work-plans, policies and procedures also the development, support and promotion of new initiatives on behalf of Board. In addition the post holder will participate in the overall internal and performance management and develop and promote BAVO services.

Primary Tasks

These will include :

Management

1. Assist in the development and implementation of strategy, policy, systems and procedures at BAVO as a member of the Management Team.
2. Line-manage and supervise staff as agreed with the Director, using the organisational policy and procedures.



3. Provide management information on the work of BAVO's support services including information required for monitoring purposes.
4. Be responsible for BAVO's compliance with Health and safety requirements
5. Responsibility for the smooth running of the IT/communication and other internal systems
6. Manage day-to-day operations and workload and develop efficient and effective working practices to improve service delivery and maximise performance
7. Collate, analyse and report on user /stakeholder satisfaction levels, and ensure the preparation of timely reports to funders as required to include continuation of funding applications

Representation

1. Represent BAVO on appropriate strategic partnerships on occasion as directed
2. Establish and maintain a range of contacts with voluntary/statutory sector organisations in Bridgend County
3. Oversee the development of, facilitation of and communication with BAVO's third sector networks and forums

Development

1. Identify gaps in provision and potential for new services, and assist in the development of new organisations and services in response to unmet needs
2. Support the maintenance and development of the range of advisory and support services offered by BAVO to voluntary organisations across Bridgend County
3. Assist the Director in the development and implementation of proposals for new areas of service, including applications for funding
4. To participate in supervision and performance appraisals with the Director.

General

1. Participate in and feedback from appropriate regional and national networks, such as the Training Infrastructure Service Operation Group.
2. Work within the framework of BAVO's policies, procedures and plans
3. Be responsible your own health and safety while at BAVO's premises including work



colleagues and members of the public in accordance with safety legislation and BAVO's Health and Safety Policy.

4. Carry out other duties as required from time to time as requested by the Director



Person Specification

It is **essential** that candidates can demonstrate the following competencies :-

Experience

- 2 Years experience of supervisory management including developing and managing people and performance
- Experience of Health & Safety legislation in the work place
- Experience in implementing policies and protocols
- Experience in organising resources and establishing priorities
- Experience in organising meetings and special events

Skills & Ability

- Ability to identify and secure funding/revenue sources
- Use IT (Microsoft Office) effectively in the collation, analysis and presentation of information.
- Ability to create, compose and edit written materials.
- The ability to communicate effectively with individuals and groups
- Have strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community
- Ability to work in a team environment and on own initiative, within tight deadlines and with minimal supervision
- Ability to generate new and innovative ideas and assist with their implementation
- To hold and maintain a current valid driving license and access to a vehicle



Knowledge

- Knowledge of the issues surrounding local strategic partnerships, including the principles and practices.
- Knowledge of Data protection and the issues of confidentiality
- Achieve the best outcomes for people and maintain professional knowledge for the benefit of the voluntary sector and BAVO
- Knowledge and Understanding of the Equal Opportunities and diversity legislation

Attitude

- Be non-judgemental and able to work professionally with people who hold different views and have different lifestyles from your own
- Commitment to being led by the views of the voluntary sector and BAVO
- Have a commitment and flexibility to respond to the changing needs of the service and the organisation to meet objectives.

It is **desirable** that the candidates have :-

Experience

- Experience of strategic development and planning

Skills & Ability

- Previous formal training to graduate or professional qualification level, or equivalent
- Ability to identify and secure funding/revenue sources
- Ability to speak Welsh

Knowledge

- An understanding of the contribution of the voluntary sector to communities and well-being in Bridgend County