

## **Post of Operations and Development Manager**

Do you have experience of overseeing operations in a voluntary sector organisation? Do you have excellent people and communication skills? Do you have experience within a strategic and operational management position yet have maintained a 'hands on' practical approach? Are you energetic, motivated and passionate about working with a diverse range of people? If so you could be just who we are looking for.

We are for you if:

- You want to be part of a small, hands-on team dedicated to providing a range of services to a diverse group of people, including Refugees as part of the development of our Community Hub
- You want an opportunity to develop your experience in a voluntary sector organisation
- You want to demonstrate your leadership quality
- You want to receive a competitive salary including 24 days annual leave per year, plus Bank Holidays and employer's contribution to a pension scheme.

Please take a look at our application pack, the summary of responsibilities, duties and responsibilities and Person Specification.

To apply please submit the following;

- **Covering letter**- no more than 2 A4 pages that sets out what you can bring to the role
- **CV**-No more than 3 A4 pages that highlight your skills and experience that will enable you to deliver what is required to do the job.

**Applications that do not follow the above will not be shortlisted. Please contact us if you require any further information.**

Interviews will take place face to face on Wednesday 21<sup>st</sup> July 2021.

Applications must be received before the closing deadline on 9<sup>th</sup> July 2021. Applications and enquiries should be emailed to; [admin@cfed.org.uk](mailto:admin@cfed.org.uk)

**CfED is committed to equality, diversity and inclusion and welcomes applications from all sections of the community.**

Follow us on Twitter **@CfEDDudley** our website **cfed.org.uk** or Facebook **@CentreforEqualityandDiversity**

The Centre for Equality and Diversity (CfED) is a registered charity No 1114821 and registered company No 5745005

## **Staff Role Profile: Operations and Development Manager**

<b>Organisation</b>	CfED	<b>Salary Grade 8</b>	£28,672-£31,346
<b>Weekly Hours</b>	37	<b>Work location</b>	Dudley Borough Office location 16 a Stone Street, but extensive travel across the borough.
<b>Contract</b>	1 <sup>st</sup> Sept 2021-31 <sup>st</sup> July 2022	<b>Report to</b>	CfED's Board of Directors
<b>Holidays</b>	24 days and bank holidays	<b>Pension</b>	5% employer's contributory pension.

### **Summary of responsibilities:**

The Operations & Development Manager (ODM) will oversee CfED's operations team and ensure that all activities run smoothly and efficiently and resources are available to complete relevant tasks. The role will entail setting goals, working at a strategic level with Dudley MBC and been 'hands on' in the delivery of projects/activities.

### **Main duties and responsibilities includes (but are not limited to).**

- Take a proactive role in the development, branding and sustainability of the Community Hub concept and resources within agreed framework with Dudley MBC and other funders.
- Ensure the effective delivery of the commission agreed with the DMBC's Housing & Communities Services, pertaining to a floating service with Afghan arrivals.
- Ensure that the day to day operations of the organisation are effectively and efficiently co-ordinated and implemented
- Build and maintain excellent relationships with our key suppliers that include website, email server, data storage and others who provide the organisation with technical and specialist support
- Maintain an excellent relationship with our landlord and manage the office environment to ensure a safe and welcoming environment to all members of staff and visitors
- Ensure the organisation is compliant with all health and safety requirements
- Develop and maintain an efficient administration systems to enable the organisation to work both in the office and remotely.
- Ensure maintenance and security of confidential records, electronic and paper in accordance with GDPR and organisational policies.
- Work with our external finance bookkeeping provision, ensuring effective budgeting to ensure expenditure and income are effectively managed and required financial reports are prepared.

- Work across the organisation actively in the development, branding and promotion of events
- Support the board of directors to ensure the organisation applies best HR practices and positively promotes and delivers our Equality Diversity and Inclusion policies.
- Ensure that reporting to the Board of directors is totally 'transparent' and on a 'non-surprises' basis.
- Work with external HR/salary administrators and others to maintain up to date HR systems, processes and payroll and manage staff holiday, sick leave and TOIL using online tools.
- Support the board of directors in the recruitment and training and supervision of staff and volunteers.
- Develop and maintain effective strategic relationships with key stakeholders and represents the organisation on agreed statutory bodies i.e. Safe and Sound Board and the Community Cohesion Strategic Group
- Be willing to undertake relevant training as required to enhance skills.
- Work with the board of directors, staff and partners to actively seek and apply for funding to ensure organisational sustainability
- Take responsibility for upholding and complying with CfED's Equality and Inclusion Policy and for behaving in ways that are consistent with fair and equal treatment for all.
- Undertake any other related duties as may occur as a natural progression of the role and as may be directed by the board of directors.

## **Person specification: Operations and Development Manager**

All of the following requirements will be assessed from a combination of information provided from the CV and cover letter, application form, the interview process and references.

### **Essential requirements:**

- Degree level or equivalent education or previous demonstrable experience of working in a degree level role.
- Knowledge of the difficulties refugees have in accessing services in the UK and the role organisations like CfED play in their support
- Sound IT skills with a good knowledge of Microsoft 365, Zoom, MS Teams and other applications
- Ability to act quickly and creatively
- Ability to prepare and present regular reports to the Board of Directors and keep up to date records of work progress
- Ability to take a flexible and creative approach to the demands of the post, working on own initiative as well as a structured team work plan
- Ability to think strategically and translate strategies into achievable goals
- Strong leadership and team building skills. Able to manage, motivate and inspire a team to achieve organisational and business objectives
- Ability to work effectively with interpreters, colleagues in the team and to establish good working relationships with staff within Dudley MBC and other agencies
- Excellent verbal and written communication skills
- Experience of working with communities to bring about positive change
- Experience of organising activities and events and delivering presentations
- Experience of maintaining a focus and exercising good judgement

### **Desirable requirements:**

- Knowledge of the principles and practice of working in a 3<sup>rd</sup> sector organisation
- Good ability in setting budget, working on income and expenditure
- Experience of bid writing and project development

### **Special Conditions:**

- Have a current UK driver's licence and own means of transport
- This post is subject to an enhanced DBS (Disclosure and Barring Service) check
- May require occasional work outside normal working hours

Mileage claims only

29th June 2021