

After18 Staff Vacancy: Operations Manager

Job Description

Job title: Operations Manager

Hours: 28 hours per week (hours can be flexibly worked as agreed)

Salary: £29,120 pro rata (£36,400 FTE)

Contract: 18 months (in the first instance) - permanent position subject to funding*

Location: Remote**

Annual Leave: 28 days including Bank Holidays (pro rata for part-time positions)

Pension: Employer/employee scheme. Pension Contribution to the People's Pension

About the Operations Manager role

The Operations Manager plays a key role in overseeing all aspects of After18's operations, including the facilitation of service delivery, human resources, governance and compliance, finance, and administrative functions.

You will be responsible for ensuring the smooth and efficient functioning of our day-to-day operations across the organisation, working closely with other senior management staff to ensure that the programmes team are supported and able to deliver quality services to our beneficiaries. As well as managing our human resources, finance and fundraising functions, you will contribute to the strategic planning and growth of the organisation and ensure that our organisational values are represented across our working practices.

As Operations Manager you'll be responsible for championing our services to both internal and external stakeholders, managing our relationship with donors, and fostering a positive and welcoming working environment. You will also be responsible for ensuring we follow good governance, manage our resources effectively and are in compliance with our requirements as a charity and as an employer. The role will not manage staff members directly but will support line management of programme staff.

*The Operations Manager is a key role at After18 and the position is long-term. We are able to offer an initial 18 month contract in the first instance and will extend once we have secured longer-term funding for the position.

**This position can be worked remotely but occasional travel to the office in Leicester is expected throughout the year (transport costs covered).

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About you

After18 is seeking a values-led, professional and motivated individual to support us to deliver our objectives and thrive as an organisation. You will demonstrate a strong commitment to improving the lives of young refugees. We are looking for someone confident and competent to manage and improve our ways of working, foster a positive and reflective working environment and work closely with other senior management roles and Board of Trustees. You will have several years of relevant operational experience, particularly in finance and applying for grants, and an understanding of working with a values-driven team of people in the charity sector.

Main Duties and Responsibilities

Financial Management:

- Lead execution of day-to-day financial operations and maintain accurate records in line with financial best practice.
- Develop and manage the annual budget and provide regular financial reporting to the board of trustees.
- Manage and develop financial policies and procedures to ensure internal controls are compliant with Charity Commission requirements and best practice.
- Ensure strategic management of cash flow for the optimum operation of the organisation.

Service Management and Development:

- Support the strategic development of the organisation.
- Lead on identifying funding needs and relevant funding opportunities, deliver high quality grant applications.
- Evaluate income streams and consider and develop alternative fundraising opportunities.
- Build and manage excellent relations with funders, ensuring funding requirements are adhered to and reporting is delivered punctually.
- Ensure the effective management of premises and resources needed for service delivery, identifying opportunities for quality and efficiency improvement.

Human Resources:

- Ensure After18 offers employee contractual terms, processes, employment rights, and HR support of a high standard.



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- Oversee implementation and updating of HR policies, guidance and procedures, including those regarding health and safety and safeguarding.
- Lead on recruitment of all new staff to After18, ensuring safer recruitment procedures are followed and robust induction processes completed.
- Ensure personal records are handled sensitively, respectfully and with appropriate confidentiality, in line with good organisational culture and data protection rules.
- Maintain positive and supportive staff communications through conducting weekly staff and management meetings.
- Embody the values of After18 and work with other senior management staff to ensure the values are embedded across the organisation.

Governance and Compliance:

- Ensure After18 is complying with all regulatory requirements, including from the Charity Commission and HMRC, and support the Board to achieve good governance of the organisation.

Networking & Partnership Development:

- Represent After18 at external meetings, develop and manage positive working relationships with external organisations and partners, supporters and community groups.
- Contribute to After18's social media platforms and website and create content to promote After18 services.

Flexibility

In order to deliver services effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties will, however, fall within the scope of the job, at the appropriate grade. The job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

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Person Specification

You'll need to be:

- Values-led and ethical, with a high level of integrity and a strong commitment to After18's vision and objectives.
- Committed to delivering services that demonstrate high quality.
- Focused and able to plan to achieve outcomes across multiple areas of work.
- An initiative-taker and solution-minded, with a can-do attitude towards any task or challenge.
- Professional, enthusiastic and flexible, with a strong willingness to listen and learn, as well as to lead in the areas you are managing.
- Capable of working as part of a team and autonomously.

Experience

Essential

- Experience within the charity sector of driving operational excellence and good governance.
- Demonstrable understanding of the charity sector, with experience working with asylum seekers/refugees, youth or vulnerable women a plus.
- Experience in a finance role in a charity, including budgeting, forecasting, and day-to-day financial management.
- Experience applying successfully for programme funding.
- Experience managing Human Resources functions, including recruitment and inductions, and the development and maintenance of policies.

Skills, Knowledge & Abilities

Essential

- Specific knowledge of charity regulation and financial compliance with the charity commission and other regulators.
- Excellent skills in identifying funding opportunities and writing grant applications, with knowledge of how to build networks and develop funder/supporter relations.
- High level of written communication and ability to tailor communications to a variety of audiences.
- Ability to exercise discretion and good judgement in dealing with confidential matters, and to maintain service user confidentiality and compliance with data protection legislation.
- An understanding of good safeguarding practice with regard to working with children, vulnerable adults and victims of trafficking.
- IT proficiency (MS Office or Google suite).

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Equal Opportunities Statement

As part of our recruitment policy, After18 intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, sexual orientation, class, disability, age, religious belief, ethnicity, or political persuasion, or is disadvantaged by any condition or requirement that is not demonstrably justifiable. ✓

All new staff will be required to show evidence of permission to work in the UK.

Privacy Statement

After18 confirms that the information provided by you during the course of your application to us will be kept secure and will only be used for the purposes of processing your application. ✓

To Apply

If you feel you meet the person specification above and would like to apply for the role, please complete the application form [here](#). ✓

If you have any questions regarding the role or application process, please call 07851 411964, or email mail@after18.org.uk.