

JOB DESCRIPTION

Job Title:	Operations Manager
Hours:	35 hours per week
Holidays:	28 days per year plus Public Holidays
Probationary Period:	6 months
Pension:	Work Place Pension Scheme with Peoples Pension.
Employer:	Richmond Carers Centre (RCC)
Supervised by:	RCC Chief Executive Officer
Responsible for:	Line management for Adult and Young Carers Team Leader roles, administrative support, and the efficient and effective functioning of the team.
Funding:	LB Richmond – 31 st July 2024
Normal place of work:	5 Briar Road, Twickenham, TW2 6RB

Purpose of Job

Operational Leadership

- To manage the Carer Support Team, which covers the needs of adult carers and young carers
- To (with the CEO) manage Human Resources including, recruitment, supervision and staff development, performance and discipline
- To ensure the provision of high quality support, information and advice services to carers in the Borough of Richmond upon Thames.
- To ensure the team identifies hidden carers and raises carers' issues, as appropriate, with health, social and other public welfare professionals.
- To support RCC's effort to generate income.
- To deputise, as required, for the Chief Executive.

Office Management

- To (with the CEO) monitor budgets and spending
 - To (with CEO) carry out banking and financial activity including payroll
 - To manage premises, including complying with health and safety and building maintenance
 - To manage IT systems including regular maintenance and repairs
 - To manage administration requirements for RCC
 - To maintain the effective use of client management system (Charity Log)
 - To maintain GDPR compliance
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Key Responsibilities

Team Management & Line management

- To manage and develop the Carer Support Team to provide coherent and client-focussed services.
- Direct line supervision of Adult and Young Carer Team Leaders
- To co-ordinate the team's activities (internal and external) and to support team members to use their time in the most effective manner.
- To actively contribute to the management and development of RCC activities as a whole.

Service Provision Management

- To oversee the delivery of a comprehensive and responsive information, support and advice service through the Carer Support Team, and when necessary to directly provide the service.
- To ensure each team member is actively involved in identifying hidden carers within their area of work.
- To keep up to date with all issues affecting carers including legislative changes and local services.
- To work as part of an effective staff team to ensure RCC functions efficiently and professionally and to undertake any other duties relevant to the post, as reasonably required from time to time by the Chief Executive.

Deputising for the Chief Executive; Networking & Awareness Raising

- To deputise for the Chief Executive, as required, and to represent RCC at meetings with social care agencies in the Borough.
- To promote RCC's services and activities to groups of carers and/or professionals
- To liaise with external agencies as necessary within Richmond's statutory and voluntary sectors to raise awareness of carers' issues and to develop/improve introduce referral systems where required.

Income Generation and management

- Support team members with income generation activities and decision making

Administration

- To ensure that accurate computerised and/or manual records of carers are maintained and produce progress reports for funders and others, as required, and to input into appropriate funding applications.
- To support RCC in maintenance and continual improvement of quality assurance systems and quality marks
- To participate in key events organised by RCC and promote its services to the wider public and professional agencies.
- To comply with RCC policies including those on equal opportunities, confidentiality, data protection and health and safety.
- To work with senior management team on policy development and review
- To carry out other tasks as may be required from time to time by RCC.
- To participate in learning and development as necessary for the development and performance of this post.
- To be the named organisational GDPR compliance officer
- To assist RCC achieve our commitment to being more environmentally responsible and to reduce our carbon footprint

PERSON SPECIFICATION

Post: Operations Manager

The successful applicant will need to demonstrate the following skills, experiences and abilities:

	Essential	Desirable
Qualifications/ Education	<ul style="list-style-type: none"> • Good general education and IT skills 	Relevant degree (eg Social sciences) or professional qualification
Management	<ul style="list-style-type: none"> • Proven management and leadership experience (staff, service delivery, administrative systems) 	Experience or a good understanding of Charity Sector management
Knowledge	<ul style="list-style-type: none"> • Carers' issues • Long-term disabilities and illnesses. • Care related assessments 	The work of carer support organisations
Experience, abilities and skills	<ul style="list-style-type: none"> • Ability to provide effective leadership • Experience of supporting change in an organisation • Ability to motivate staff and volunteers • Ability to respond to new challenges • Excellent communication skills • Strong analytical, administrative and organisational skills with the ability to prioritise workloads, meet deadlines and solve problems • Ability to work as part of a team and to work confidently and sensitively with a wide range of people • The authority to command the respect of peers in local social/health care organisations • Financial management skills 	<ul style="list-style-type: none"> • Working with or within the voluntary sector, education and/or health and social care services • Working with carers or having undertaken a caring role • Experience of working in partnership • Experience of fundraising and income generation • Understanding of good Human Resources practice
Personal Qualities	<ul style="list-style-type: none"> • Able to develop and maintain good working relationships with people at all levels. • Confident and proactive • Sensitive to the needs of others • Well organised and self starter • Flexible and proactive approach • A commitment to enhance the lives of carers, involving them in service development and evaluation as appropriate, and to equal opportunities and anti-discrimination practice. • Confidence with systems • Solution focused and willingness to learn 	
Circumstances	<ul style="list-style-type: none"> • Ability and willingness to work, occasionally, outside normal working hours. 	

Richmond Carers Centre is committed to supporting access to learning and development to perform the role to its full potential.