Operations Manager at Wolverhampton LGBT+

Job Title: Operations Manager

Salary: £30,500 per annum pro rata (20 hours £18,404)

Hours: Part time 0.53% FTE, 20 hours per week

Contract: 2 years fixed term contract

Location: Pride House, 27 School Street, Wolverhampton, WV1 4LR.

Responsible to: Board of Trustees

Closing Date: Wednesday 31st July 2024 at 12pm

SUMMARY OF ROLE

We are seeking a dedicated and experienced Operations Manager with a strong background in the charity sector to lead and oversee the operations of our organisation in Wolverhampton, focused on serving the LGBT+ community.

The Operations Manager will be responsible for managing and developing our range of services, ensuring the delivery of high-quality support, fostering a positive, inclusive and compliant environment for staff and service users, managing a growing team of staff and volunteers and communicating feedback to key stakeholders. You will be expected to have significant knowledge of the LGBT+ community.

You will be supporting the Board of Trustees to facilitate the strategic direction of Wolverhampton LGBT+ as well as coordinate the organisations goals. You will set and uphold excellent standards of work and bring the team together to provide the best possible service. You will also support the Board in ensuring that Wolverhampton LGBT+'s ambitions are supported by appropriate systems, processes and resources.

RESPONSIBILITIES

Strategic Leadership

● Develop and implement strategic plans, policies, and objectives to achieve the organisation's mission and goals

● Ensuring alignment with the needs of the LGBT+ community in Wolverhampton and the wider Black Country

Service Development

● Assess the needs of the community and identify gaps in existing services

● Leading the development and implementation of new programs and initiatives to address these needs effectively

Service Delivery

● Oversee the day-to-day operations of service provision

● Ensuring high-quality delivery of both main activities and counselling service

● Meeting targets

● Maintaining compliance with relevant legislation, regulations, and best practices

Staff Management

● Assist with the recruitment and onboarding of staff and volunteers

● Manage, and support a diverse team of staff and volunteers

● Maintain a strong relationship with management of the counselling service in order to feedback to Trustees

● Providing supervision, guidance, and training as required

● Fostering a positive and inclusive work culture

Partnership and Stakeholder Engagement

● Collaborate with external organisations including stakeholders and local authorities to build and maintain partnerships

● Continue to advertise/speak of all activities and counselling service to partners and stakeholders

● Secure funding opportunities and report back where necessary

● Promote the organisation's services and advocacy work

Financial Management

● Develop and manage budgets

● Monitor expenditure

● Ensure financial sustainability through effective resource allocation, fundraising, and grant management

Reporting and Evaluation

● Prepare regular reports, statistics, and evaluations

● Measuring the impact of the organisation's activities and counselling service

● Use data-driven insights to inform decision-making and enhance service provision

Safeguarding and Compliance

● Ensure the implementation and adherence to safeguarding policies and procedures

● Maintaining compliance with legal, ethical, and regulatory frameworks

Community Engagement

- Represent the organisation at relevant events, conferences, and meetings
- Actively engaging with the local LGBT+ community,
- Promote awareness, and advocate for the LGBT+ communities rights and needs

PERSON SPECIFICATION

The selection panel will assess candidates against these criteria.

Shortlisting will be against essential criteria only. The main methods of assessment are:

A = Application

I = Interview

Experience, skills, knowledge required		Essential	Desirable	Assessed
1	A minimum of 5 years of experience in a senior management or leadership role within the charity sector, preferably within the LGBT+ or related fields.	✓		A, I
2	Experience of managing project budgets, producing monitoring reports and risk assessments.	✓		A, I
3	Experience of working to a high standard, delivering specific targets against tight deadlines.	✓		A, I
4	Experience of multi-agency and partnership work with statutory, private, and voluntary sector agencies and networks	✓		A, I
5	Relevant experience of developing new programmes or projects	✓		A, I
6	Ability to think/operate both strategically and operationally, making the most of new opportunities when they arise	✓		A, I
7	Ability to work without close supervision with excellent organisational skills in order to	✓		A, I

Successful candidates will be subject to an enhanced DBS check and satisfactory references. Please send all completed applications and recruitment monitoring forms to aaron@wolverhamptonlgbt.org by 12pm on Wednesday 31st July 2024.