



Job Description
Operations Manager

The Isaiah Project is a charity formed by Hazel Copping and Southend Christian Fellowship in 2008. Opening doors of opportunity and hope to the vulnerable and disadvantaged in the community, we help people get back on their feet, providing ongoing support and friendship, help with benefits, training in life skills, volunteering opportunities and accommodation.

We currently have a full-time vacancy for an Operation's Manager to work alongside our Retail Manager and Lead Befriender. This is an exciting and challenging role as the charity seek to open doors of opportunity and hope to the vulnerable and disadvantaged in the community and enable them to see their lives changed.

Main Purpose of the Role

The purpose of this role is to help the Isaiah Project fulfil its vision. The successful applicant will have responsibility for shaping, implementing, and strengthening the administration necessary to maintain the outworking of the Isaiah Project's vision to see lives changed.

General Duties and Responsibilities

- Overall responsibility for the Project office to include
 - Management of the charity bookkeeper and joint management of the Office Administrator
 - Oversight of procurement for the office
 - Ensure ongoing maintenance and update of information systems and computer hard and software
 - Overseeing all telephone contracts including office cloud phones and all mobiles used by charity personnel
 - Liaison with Southend Christian Fellowship with regard to rental and other co-operative issues
 - Responding to customer enquiries and complaints
- Daily management of developing and implementing good Health and Safety practices in line with government regulations and industry standards to cover the office, shops and van, to include Fire Risk Assessments.
 - Review and update health and safety policies and ensure they are observed.
 - Provide adequate control of health and safety risks arising from our work activities via risk assessments. Outline safe operational procedures that identify and take account of all relevant hazards.
 - Oversee Maintenance of all First Aid Boxes across the Project office and shops ensuring they are checked six monthly.
 - Managing and organising the safe disposal of hazardous substances, e.g. asbestos. Ensure safe handling and use of substances.
 - Recording of incidents and accidents and producing statistics for managers; being up to date with new legislation and maintaining a working knowledge of all Health & Safety Executive (HSE) legislation and any developments that affect the employer's industry
 - Ensure the safe installation and maintenance of equipment as required - oversee annual PAT testing in shops and office equipment.
 - Ensure Fire Risk Assessments are completed annually and filed in the Fire Risk file on site.

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- Attending to the provision of Insurance for the Charity, Office, Shops and Van.
- Overseeing management of the van in terms of tax, MOT, servicing and repairs
- Working with the Trustees to ensure the Strategic plan is developed and implemented.
- Working with the Retail Manager and Lead Befriender to ensure there is effective monitoring and evaluation of current projects.
- Working with the Trustees to ensure the correct governance of the charity and reporting to the Charity Commission.
- Providing overall supervision of the charities finances to include the management of the Bookkeeper and liaising as necessary with the Residents' Finance Liaison Officer
- Overseeing the preparation of the annual accounts for submission to the Charities Commission and the Inland Revenue in conjunction with the Trustees to include liaising with the accountants as necessary.
- Ensuring all necessary policies are in place and being regularly reviewed.
- Maintaining and developing the Employees and Volunteers Handbooks
- Complying with the Project's Equal Opportunities Policy and contributing to its development within the organisation.
- Ensuring that data protection laws are being adhered to in relation to the storage and security/back up of data. Reviewing and updating the Data Protection Policy and supporting policies
- Sourcing and applying for all relevant grants
- Ensuring consistent presentation of the Project and its mission across social media platforms.
- Overseeing/Producing the bi-monthly Newsletter and other publicity as required.
- Maintaining the Isaiah Project website
- Producing quarterly operations reports for the Trustees
- Attending Trustee meetings as required.
- Organising and chairing the Senior Management Team (SMT) meeting.
- Monitoring the Project's budget together with the RFLO and Department Managers, and reporting to Trustees as to monthly position
- Overseeing all aspect of The Isaiah Project Limited to include:
 - Bank Account
 - Company Accounts & submission
 - Corporation Tax
 - HMRC
 - Invoicing where necessary
- Undertaking Human Resources responsibilities. (desirable, but not essential)

Abilities/Experiences

The following are the qualities we believe to be necessary to do this job.

- Operational and people management experience
- Experience of successfully managing complex teams that deliver multiple projects

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- Ability to communicate to a high standard, face to face and electronically, to a wide range of people, in a variety of settings
- Experience of leading and working in a team-based structure.
- Experience of building networks and relationships that can help bring about new initiatives and community projects
- Experience of coaching or mentoring
- Experience of working within a church or charity setting, desirable but not essential
- Experience and ability to motivate others to achieve targets and outcomes
- Solution-focussed and innovative
- Experience and/or awareness of fundraising initiatives
- Ability to form good relationships with staff, beneficiaries, and volunteers, while maintaining professional boundaries
- Experience of implementing policies and processes within an organisation
- Experience of implementing and monitoring health and safety and risk management
- Experience of strategic thinking and planning
- Experience and ability to manage and prioritise workloads
- Good organisational skills and ability to manage time effectively
- Ability to produce written reports to a high standard, and maintain computer-based data
- Ability to speak inspiringly to staff, volunteers, beneficiaries and partner agencies, to sustain motivation and commitment to the charity
- Ability to use own initiative in decision-making, and produce required results with minimal supervision
- Proficiency in Microsoft Word, Excel, Outlook and PowerPoint to monitor, analyse and report work

Knowledge/Skills

- Good relevant working knowledge of Health and Safety
- Good working knowledge of Safeguarding and lone working
- Good working knowledge of data protection
- Ability to actively support and promote equal opportunities, and knowledge of issues relating to communities from diverse backgrounds
- Good understanding of the relevance of effective policies and procedures
- Good understanding of charity governance

The competencies applicable to the post are:

- **Self-development and Learning**
 - Willingness to listen but also to lead.
 - Ability to make decisions, when necessary, but also to take advice.
 - Desire to improve learning and personal development
 - A strategic thinker, able to work with the Trustees/Retail Manager/Lead Befriender on new initiatives
 - Resilient with a high level of determination and persistence.

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- **Team Work**

- Ability to lead and work as a part of a team.
- Ability to offer guidance and support and to empower individuals to grow.
- Ability to see and communicate the bigger picture to show others how their own work fits into a wider organisational objective and strategy.
- Approachable with an ability to build relationships with people

All employees are expected to:

- to demonstrate a positive, friendly, helpful and gracious attitude at all times,
- be punctual to work,
- dress appropriately for the role for which they are employed,
- maintain a clean and tidy appearance,
- maintain a high level of integrity with regard to their work and in their dealing with others,
- be honest at all times,
- make every reasonable effort to fulfil their responsibilities, and to help other employees wherever possible.
- Perform other duties as and when required within the Isaiah Project by agreement with the Senior Management Team/Trustees

Application form is available on request by email to Linda Saville, HR Manager (linda@isaiahproject.co.uk)