###### JOB DESCRIPTION

**Job Title: Operations Manager**

**Reports to: CEO**

**Level/Grade: £ 32,043 FT or pro rata**

**Direct Reports: Centre Staff Team & Volunteers**

**Summary of main purpose of role:**

* The Operations Manager will develop and maintain successful and beneficial relationships with key stakeholders in the local community. The post holder will work closely with and deputise for the CEO including fundraising activities and co-ordinating business matters.
* They will manage the staff and resources within the organisation effectively and efficiently, so that targets and objectives are met and young people receive the best possible service leading to learners achieving their qualifications and progressing positively into further learning, apprenticeships, employment and volunteering. They will work with staff and young people to build a positive, empowering and supportive ethos with a strong focus on resilience, positive mental health, achievement and progression.
* They will work closely with the CEO to fully implement policies and procedures including safeguarding practices and training in order to fulfil CYA’s vision whilst ensuring financial viability.

**Stakeholder relationships**

1. Oversee and build relationships with local employers, partners and schools for the purposes of planning the development of ‘work experience placements’ and positive project outcomes for all young people.
2. Build positive and productive relationships with referral agencies and key partners to ensure project capacity and sustainability.
3. Work with key partners to secure new business and meaningful partnership working for the benefit of our young people and the community.
4. Engage with young people, their parents and guardians through external and internal events and activities

**Resource Management**

1. Ensure that all projects are resourced from within the planned budget with the required staffing, equipment and facilities including resources required for those with particular needs to ensure young people’s success
2. Work with staff, young people and partners to make sure that all projects are carried out in an appropriate, safe and practical working environment for all.
3. Facilitate the participation of student teachers, volunteer tutors and mentors within our projects where appropriate and practical.
4. Work with and line manage staff to ensure that all projects are promoted and communicated effectively across all available means including the CYA website and social media.
5. Support CEO with the organisation’s HR function.

**Income Generation**

1. Coordinate and support the CEO in fundraising and income generation initiatives across the entire organisation.

**Financial Management**

1. Responsible for activity and business planning leading to the agreement of budgets, reforecasts and achievement of income and expenditure targets for each project on a monthly basis.
2. Responsible for ensuring day-2-day financial management including issuing of cheques, banking, payroll are undertaken in a timely basis.

**Project Planning, Development and Monitoring**

1. Ensure the monitoring of planned and actual delivery profiles of each project for monthly financial and performance reporting to the CEO, Board of Trustees and Funders as required. Agree and monitor corrective actions with CEO and individual staff members.
2. Consult with staff, young people, employers and key partners in order to inform regular project review and planning
3. Ensure that CYA policies and procedures are current, implemented and understood by all staff to facilitate an on-going self-assessment process
4. Ensure that all staff own and understand key data that relates to the performance of their area
5. Ensure that all project paperwork and procedures are compliant and meet the requirement of CYA, the funding bodies, Ofsted and any other relevant bodies**.**
6. Attend relevant meetings and working parties in order to share good practice with staff and key partners.

**General Responsibilities**

1. Deputise for the CEO when appropriate and undertake any additional tasks and responsibilities, reviewed annually in line with the needs of the organisation.
2. CYA is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff to hold appropriate qualifications and demonstrate their understanding and commitment.
3. Conduct staff review/performance management meetings including the identification and organisation of the training needs of self and others.
4. Take appropriate responsibility to ensure the health and safety of self and others.
5. Pursue the achievement and integration of equal opportunities throughout all CYA activities.
6. To undertake other tasks as appropriate to ensure the effective functioning of the organisation as requested by the CEO

**Person Specification**

