

JOB DESCRIPTION

JOB TITLE	Operations Manager (23 hrs)
SALARY	£30,933 per annum pro rata
HOURS	23hrs per week (set hours)
LOCATION	Centre based in Eccles
KEY BENEFITS	<ul style="list-style-type: none"> • 25 days annual leave (pro rata for part time staff) • Free Office Parking • 3% Employer Pension Contribution

The Role

This is an exciting time to join our charity as we develop our new Centre based in Eccles and work on a strategy of cautious and sustained growth.

The Operations Manager will be responsible for the day-to-day operational management of The MS Therapy Centre (NW). This includes service development and delivery, staff and volunteer oversight, compliance, facilities, general and financial administration and member engagement.

Principle tasks and Responsibilities

- Oversee and lead the day-to-day running of the Centre.
- Ensure the safe and effective operation of the oxygen chamber, working in collaboration with trained volunteers and the Chamber Management Trustee (training will be given)
- Maintain up-to-date policies and procedures, reporting gaps and/or outdated content to the Trustees.
- Ensure that all services are delivered safely, professionally and in accordance with policies and legal regulations including health and safety, data protection and safeguarding best practices.
- Maintain and monitor compliance documentation including insurance, risk assessments, training records and maintenance schedules.
- Recruitment, training, welfare and discipline of staff members and carrying out regular reviews of performance including annual written appraisals.
- Line manage the Receptionist, Contract Cleaners and Therapists. Responsible for training, welfare, performance review and annual appraisal and liaising with the relevant Trustee re operational problems and requirements.
- Recruit, onboard and support volunteers.
- Work with relevant Staff, Contractors and Volunteers to ensure that all grant-funded projects comply with the terms and conditions set by funders.

- Oversee financial administration working with the Finance Trustee to maintain financial controls and prepare documentation as required.
- Foster a positive and inclusive culture amongst staff, volunteers and members.
- Work with Trustees to enhance the Centre's public presence and to deliver a warm and welcoming atmosphere to all who visit and contact the Centre. In doing so ensure that the building is well maintained and presentable.
- Manage the charity's social media channels ensuring relevant and regular content.
- Share ideas, information and learning to contribute to forward planning for the Charity.
- Attend relevant third-party events/training as required and be the public face of the organisation.
- The post holder will be expected to manage their own workload, work under their own initiative and provide feedback as required.
- Regularly attend meetings as appropriate, contributing positively to discussions and debates and participating in shared decision making.
- To act at all times in accordance with the policies and procedures of the MSTC (NW) in a positive way that promotes the charity's reputation. In the event of possible conflict of interest full disclosure must be made to the Trustees.
- Act at all times as an ambassador for the organisation and maintain positive and effective communication both internally and externally in representing the services offered by the charity.
- To undertake any other duties which may reasonably fall within the role of the post.

Health & Safety & Security

Under health and safety legislation, each individual has a legal responsibility for their own welfare and for the health and safety of others and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. The charity has a Health & Safety Policy which applies to all staff. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their manager.

Equal Opportunities

The MSTC (NW) has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and its Equality & Diversity Policy.

Confidentiality

In the course of your duties, you will have access to confidential material about members of staff, volunteers, other charity business and members. The MSTC (NW) has a Data Protection Policy which applies to all staff.

Safeguarding

The MSTC (NW) is committed to safeguarding adults and children and expects all staff to share in this commitment. Staff have a responsibility to ensure that they are aware of specific duties relating to their role and should familiarise themselves with the charity's Safeguarding Policies. Safeguarding training is mandatory for all staff.