

JOB DESCRIPTION

Job Title	Operational Manager
Salary	£28,000 p/a (pro-rata)
Hours	20 hours per week (Attendance at evening meetings will be required on occasion)
Duration¹	Fixed contract until 31 st March 2021 with potential to extend (subject to funding)
Main Office Base	Hyde Healthy Living Centre, 20 great Norbury Street, Hyde, SK14 1BR. During COVID -19, working from home will be required with occasional, pre-arranged visits to site.
Responsible to	Chief Officer (s)
Responsible for	Staff
Main Purpose of Job	You will manage the staff team, on a day – to – day basis, supporting the Chief Officers and the Senior Management Team (SMT) in HR related policies, administration, identifying training and development opportunities to enhance performance and to achieve the Charity's aims. You will also ensure that the charity employs the right balance of staff in terms of skills and experience.

Line Management

1. To act as a first point of contact for staff for any issues or conflicts, providing day to day line management including requests for annual leave or managing sickness and back to work interviews
2. To conduct annual appraisal reviews and 6 monthly review meetings with staff, dealing with performance management and regular salary reviews
3. To monitor staff workloads and develop efficient and effective working practices to improve service delivery
4. To manage redundancy programmes
5. To identify opportunities for capacity release across workstreams and facilitate collaborative working between staff

Training & Development

6. To encourage and support staff to identify skills and development areas
7. To support staff to set and meet performance goals, ensuring work is produced to a high standard
8. To analyse training needs in conjunction with departmental managers
9. To organise and occasionally deliver training

Policies & Procedures

10. To consult with SMT and manage the processes of developing, renewing and implementing policies and operational procedures.
11. To work in consultation with SMT and develop HR strategies, which consider immediate and long-term staff requirements
12. To work in consultation with SMT on employment law related issues.

¹ This refers only to the specific role. It has no bearing on the contractual position of the employee, which is set out in the relevant contract of employment.

Recruitment

13. To work collaboratively with SMT to develop staff / trustee recruitment papers and processes
14. Produce and issue contracts of employment
15. Prepare induction paperwork including staff / trustee handbooks

Monitoring

16. To ensure there are robust systems in place to record HR data and ensure accurate maintenance of employee records
17. To produce regular progress reports to SMT and engage in and contribute to SMT and HR meetings
18. To ensure that all necessary administrative functions are carried out.

DMNW Team

19. To manage your own workload, resources and professional development, including undertaking relevant training, attend supervision, reviews and team meetings
20. To adhere to all procedures, policies and keep appropriate records as required by DMNW.
21. To contribute to the work of Diversity Matters North West as a member of the staff team
22. To work as part of the Diversity Matters North West team, all appropriate workers (paid and unpaid) and organisations across Tameside in order to support the future development of the organisation and create an inclusive environment, strengthen positive relationships with the workforce.
23. Promote equality and diversity as part of the culture of the organisation, working to combat all forms of discrimination, and to ensure that the principles of equal opportunities are implemented in all work undertaken on behalf of DMNW
24. To be responsible for the care of resources and maintenance of equipment needed to carry out the role.
25. To carry out the above duties, and any other duties commensurate with the responsibilities of the post which may reasonably be required, in a manner which actively supports and promotes DMNW's aims and policies.

Additional Information

Diversity Matters North West Ltd (DMNW), formerly known as Hyde Community Action (HCA), has at its core the ethos of community involvement and empowerment, based on openness and honesty in working relationships. Every staff member is expected to reflect this ethos in his or her work practices.

The working practices of DMNW will be open, honest, inclusive and seeking to value the contribution that each staff member can make to the work of the organisation. This relationship will also be reflected in their contacts with local people. This will involve staff members working closely with members of the community, sharing skills and information and ensuring that community members are actively involved in the decision-making process and that value is placed on community member's contributions.



Person Specification

Job Title: Operational Manager

<i>Essential criteria:</i>	<i>How measured</i>
Education / Qualification/ Experience	
1. Educated to a minimum Level 3 in Human Resources Management or be able to demonstrate equivalent experience	App Form Interview
2. Minimum of 3years working experience of managing a team	App Form Interview
3. Minimum of 3 years' experience of writing, reviewing and implementing policies and procedures	App Form Interview
4. Experience of facilitating meetings with different stakeholder groups	App Form Interview
5. Experience of developing, delivering a workforce training programme	App Form Interview
Knowledge	
6. Solution focused models	App Form Interview
7. Working knowledge of the Voluntary, Community, Social Enterprise Sector	App Form
8. UK Employment Law	App Form Interview
Skills & Abilities	
9. Business awareness and management skills	App Form Interview
10. Organisational development and planning	App Form Interview
11. Excellent attention to detail	App Form Interview
12. Oral communication skills <ul style="list-style-type: none"> • Ability to speak clearly in English • Active Listening skills • Ability to show empathy 	App Form Interview
13. Able to communicate confidently and effectively to get key messages across in a clear and interesting way taking into account the varying needs of different stakeholder groups.	App Form Interview
14. Information & Communication Technology Skills <ul style="list-style-type: none"> • Ability to use MS office applications (including word processor, desk-top publisher, spreadsheet and outlook) 	App Form Interview
15. Ability to capture and record clear and accurate information using different methods.	App Form
16. Ability to write reports	App form
Work related circumstances	
17. Equal Opportunities & Managing Diversity	App Form Interview

<ul style="list-style-type: none"> To be able to demonstrate a commitment to equal opportunities in all aspects of your work To be able to recognise the unique potential that individuals from differing backgrounds, experiences and perspectives bring to DMNW 	
18. Good time management and organisational skills	App form Interview
19. Experience of working on own initiative and as a member of a team	App Form Interview
20. Ability and willingness to work flexibly, occasional evening and weekends including working from home and different locations as the role requires	App Form
21. Ability and willingness to respect the values and ethos of DMNW	App Form
22. Ability and willingness to learn new skills and undertake training as required by the post	App Form
<i>Desirable criteria:</i>	<i>How measured</i>
23. Full clean UK driving license and access to own car.	App Form
24. PTTLS qualification Level 3 (Now known as Education and Training)	App Form Interview
25. Level 5 HR and Management qualification	App Form
26. Experience of implementing areas of the CIPD profession map	App Form Interview