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**Job title** – Operations Manager

**Hours of work:** 28 hours Part Time, Monday-Friday

**Salary:** from £27,000 per annum depending on experience

**Location:** 8th Floor, 51 Cadogan Street, Glasgow, G2 7HF

**Accountable to:** CEO

The No.1 Befriending Agency is a vibrant local social enterprise that works to reduce loneliness and isolation. Part of how we do this is to ensure that older people can thrive in later life. We work with our dedicated volunteers to provide the support that local older people need to live happy, healthy lives. We work to help older people stay connected with their communities, alleviating loneliness, improving health and wellbeing and making communities stronger through volunteering.

**Main Purpose of the Job**

The Operations Manager will work alongside the Advisory Board and stakeholders of The No.1 Befriending Agency to provide office management, administration and HR of the organisation.

**Main Duties**

* People management including undertaking annual appraisals and other 1-2-1 meetings.
* Chairing team meetings as part of a rota basis.
* To set budgets and manage service expenditure.
* To develop policies and procedures for good practice within the befriending service.
* To provide reports to the CEO and prepare any paperwork as required.
* To provide reports to grant making and funding bodies.
* To liaise with other supporting agencies (voluntary & statutory) and develop good working relationships.
* To monitor and evaluate all aspects of the befriending service and volunteer’s database to ensure good practice in all areas and to make changes where required.
* To monitor and implement Health & Safety procedures for staff and volunteers. (Volunteers working with service users in the community during the day).
* To ensure the successful implementation of an effective volunteer recruitment and retention strategy.
* To ensure we maintain a Volunteer Friendly Award and attain Quality in Befriending recognition.
* Work with colleagues to promote our volunteer opportunities, including via social media and on-line outlets.
* Ensuring compliance with our obligations to undertake PVG checks, and renewals, for staff and volunteers, in accordance with The No.1 Befriending Agency policy and best practice.
* Work with colleagues to update and implement our volunteer management handbook.
* Work with colleagues to develop new volunteer opportunities within The No.1 Befriending Agency.
* Support staff to monitor and review volunteer placements to ensure volunteers receive sufficient support.
* Undertake any other duties as may be determined from time to time within the general scope of the post.
* Deliver presentations to interested groups and to attend events including cheque presentations.
* Develop and broaden corporate support.
* Develop and coordinate web-based fundraising including via social media.
* Support the volunteer fundraising team.
* Co-ordinate, support and develop creative fundraising activities, including events-based activities.
* Write applications and direct mail in collaboration with other team members.
* Working with the Communications Team to manage and update the website fundraising content, including the blog.

**Income Generation and Fundraising**

* Work with the Finance Officer to undertake financial planning and budgeting, including forecasting, monitoring and review.
* Research potential funders, including statutory, trusts, grants and foundations, Community funding, major donors, regular giving and corporate.
* Undertake bid writing for grant/trust applications.
* Identify potential income generation opportunities, for example:

1. inform plans for developing new income stream(s) e.g. consultancy/face to face and online training to other voluntary sector organisations; and
2. inform specific funding applications and criteria.

* Merchandising.
* Inspire new supporters to raise money, while maintaining and developing relationships with existing supporters.
* Stay up-to-date with fundraising good practice and legislation, ensuring compliance with relevant legislation and the Institute of Fundraising and FRSB codes of practice.
* Network with other fundraisers and charity staff when possible.
* Deliver presentations to interested groups and to attend events including cheque presentations.
* Develop and broaden corporate support.
* Develop and coordinate web-based fundraising including via social media.
* Support the volunteer fundraising team.
* Co-ordinate, support and develop creative fundraising activities, including events-based activities.
* Write applications and direct mail in collaboration with other team members.
* Working with the Communications Team to manage and update the website fundraising content, including the blog.

**Strategic Planning**

* Write quarterly operational reports to the Advisory Board
* Work with the Finance Officer to maintain and update the fundraising and communications budgets.
* Develop and update a strategic plan to guide fundraising activities and revenue generation.
* Work with senior managers and the Finance Officer to ensure a good overall understanding of all revenue streams and strategies to improve.

**Partnership working**

* Maintain good working relationships with external organisations, including our partners in Glasgow city council, West Dunbartonshire Council and the local communities where we operate.
* Support the development of corporate volunteering relationships.

**Marketing, information and promotion**

* Represent The No.1 Befriending Agency at external events, sometimes out of office hours, to raise awareness of our volunteering opportunities.
* Contribute to content for website and social media.

**Person Specification:**

**Skills/Attributes**

* Proven ability to communicate clearly face to face at various levels including reporting to the board of directors and stakeholders and with varying groups of people
* A strong passion for creating positive influence in people’s lives.
* Proven ability to produce clear written communication.
* Deep understanding/desire to learn of the Third Sector, volunteer community and why people volunteer.
* A genuine interest in volunteering and making a social impact.
* Excellent oral communication and relationship building skills.
* Enthusiasm and a willingness to take on new challenges.
* A proactive approach to problem solving.
* A commitment to developing new skills, knowledge and understanding
* Understanding of and empathy with the issues affecting older people.
* High levels of tact, diplomacy and empathy in dealing with a wide range of people.
* Flexible and interactive team player.
* Ability to work under pressure and to tight targets.
* Ability to prioritise workload and demonstrate a proactive approach to work.

**Knowledge/Experience**

* Strong Excel, Word and Powerpoint skills.
* Understanding of how working in a diverse society relates to volunteering.
* Understanding of the need for confidentiality and accurate record-keeping.
* Business administration/management.
* HR management.
* Strong IT skills.

The job description sets out the main requirements of the post but is not an exhaustive list of duties and responsibilities. The No.1 Befriending Agency is a small organisation which delivers impressive services as a result of our staff being flexible and proactive in their work and ‘going the extra mile’