



## **Job description for the post of:**

## **Operations Manager**

### **Main purpose and responsibilities**

The Operations Manager will lead on managing and developing the operational business functions of the organisation in order to support the successful expression of OneSpirit Interfaith Foundation's charitable aims.

You will support the Executive Director in leading the organisation and its staff, building relationships with stakeholders, and developing long term strategic, business plans in consultation with OneSpirit Interfaith Foundation's Board of Trustees.

### **Scope of the job**

OneSpirit Interfaith Foundation operates across UK and Ireland. We are a remote team, meaning there is no central 'head' office, and all staff work from home. You will report to the Executive Director, and the role will involve close liaison with all other staff and faculty.

This is a home-working post requiring a fast broadband connection and a space suitable to use as a home office. All staff are expected to provide their own IT equipment including a computer suitable for the demands of the role.

### **Key responsibilities**

- Ensure that the organisation's statutory and regulatory duties are observed and that strategic and operational objectives are clear, timely, relevant and implemented in accordance with Board decisions.
- Support the Board of Trustees by providing timely, relevant and clear information, and support the Executive Director and Chair in further developing the Board and its role.
- Ensure that staff structure and accountabilities develop in line with the business need so that all members of staff understand their key role and objectives.
- Ensure that an appropriate risk management policy is in place and that the risk register is maintained and regularly reviewed.
- Lead on the development, implementation and regular review of organisational policies and procedures in line with best practice and regulation.
- Ensure compliance with all relevant legislations, including employment and equality legislation and accepted good practice.
- Lead on the development of job descriptions and contracts for employed staff and self-employed consultants and review as necessary, while developing effective recruitment processes in line with best practice.
- Ensure the smooth operation of an effective and transparent complaints process.
- Develop and maintain a supportive, collaborative and empowered culture across the organisation while ensuring policies are applied fairly for all staff.
- Be responsible for leading on health and safety at work, data protection and safeguarding.

- Ensure the team have full administrative and operational support from the central office function in contracting venues for training and retreats, maintaining student records and communicating with students.
- Develop and support staff to achieve high performance in line with strategic goals and priorities, ensuring staff team is configured to meet business need.
- Ensure the organisation is equipped with a suitable infrastructure, including information technology, appropriate knowledge management systems and databases, and internal communications and collaboration platforms, to ensure effective working across a dispersed team.
- Liaise with the Community Development Lead and Executive Director in developing and implementing measures to support the quality assurance and standing of the professional register representing graduate ministers and solemnisers.
- Work with the Executive Director and the Communications & Marketing Lead to deliver an effective marketing strategy, with regular reviews against agreed benchmarks to maximise return on investment.
- Ensure that OneSpirit Interfaith Foundation communications platforms, including website, newsletters, social media and digital communication streams, are appropriately resourced and effective in reaching target audiences.
- Work with the Communications & Marketing Lead to ensure brand guidelines are adhered to consistently in all communications.
- Other duties as commensurate with the post and in response to organisational needs

## **Person specification**

### ***Essential criteria***

1. Experience in managing an operations function within a charity or similar organisation.
2. Emotional intelligence and resilience, with proven ability to motivate colleagues and work collaboratively.
3. Ability to develop and support staff to achieve high performance in line with strategic goals and priorities.
4. Ability to form excellent working relationships, internally & externally, with experience of engaging diverse stakeholder groups.
5. Excellent organisational and time management skills, able to stay on top of multiple, varied projects and relationships.
6. Ability to work in a small team which requires significant flexibility without significant pre-existing structures and processes, and aptitude for working remotely and without direct supervision.
7. Excellent web and computer skills with enthusiasm for leveraging technology, and an ability to adapt and learn new systems where necessary.
8. Ability to deal with work of a confidential or sensitive nature.
9. An understanding of OneSpirit's vision and a commitment to fulfilling this role in line with our aims and values.
10. You must be eligible to work in the UK.

### ***Desirable criteria***

1. Experience of working within a training environment would be advantageous.
2. Experience of managing complaints processes.
3. Experience of procuring services and negotiating contracts.

4. Experience of implementing databases and knowledge management systems to increase impact and efficiency.
5. Demonstrable knowledge of statutory and regulatory requirements in the charitable sector.
6. Experience of working as part of a dispersed team.
7. Understanding of GDPR, data protection issues and their implications.
8. Commitment to personal and spiritual development. (Being an ordained OneSpirit Interfaith Minister is not essential, and suitable candidates who are not graduates of our training are encouraged to apply for this post).

## **Expectations**

The post holder is expected:

1. To undertake any other duties compatible with the nature of this post.
2. To carry out all duties in a manner that supports and complements OneSpirit's vision, mission, and values.
3. To demonstrate initiative and a solution focussed approach to fulfilling the job purpose and role.
4. To attend and contribute to team meetings, annual planning meetings and other OneSpirit meetings, as appropriate to the role.
5. To ensure that all responsibilities and activities within this post are consistent with the terms and spirit of OneSpirit's Equal Opportunities policy.
6. The nature of the post will require flexibility in undertaking the role and there may be several periods of intense out-of-hours activity throughout the year.
7. Most meetings are held online, however occasionally there may be in-person meetings which will necessitate travel and sometimes overnight stays.
8. Occasionally to work unsocial hours.
9. To contribute to a positive and supportive working environment and to develop positive relationships with key stakeholders.
10. To adhere to the principles of the Data Protection Act and ensure there is an appropriate level of confidentiality and security of OneSpirit's work.