

Friends of the Family Winchester
Operations Manager,
Job Description and Person Specification

Background

Friends of the Family works to improve the life chances of local children and families who are struggling to cope with day-to-day family life. We offer friendly support and guidance in a safe and nurturing environment, helping parents, children and families to help themselves.

We have been working in Winchester and district for more than 25 years, and currently run three projects:

- Mums and Young Children – provides a safe and therapeutic group environment for women who are struggling but want to make positive life choices;
- 5s to 13s Befriending – provides early support to children and families with challenging home lives, helping them to develop strategies which will empower them to build a more positive future;
- Support for Dads – many dads experience feelings of inadequacy as a parent, and our qualified male counsellor helps them to cope with challenges in family life.

Our approach is based on getting involved early in the life of a family which is experiencing difficulties, and we work closely with other local services.

Operations Manager

Each of our three projects is led by an experienced and skilled professional. We also rely heavily on a team of dedicated and caring volunteers. The Trustees now wish to appoint an Operations Manager to oversee the charity's smooth operation and strategic development, strengthen our fund-raising capacity, and raise our profile. This is an exciting new appointment, reporting directly to the Chair of Trustees. We are looking for a dynamic and committed person who can build on our successful record of service and help us to explore new opportunities.

This part-time position will be based at our office in central Winchester, with flexibility for some home working. The position is for 25 hours per week, and the working schedule can be adjusted to accommodate caring responsibilities or other flexible working requirements. The Operations Manager will lead the six-person staff team, all of whom work part-time. We aim to make the appointment by the end of March 2022.

Salary range - £30,000 - £32,000 pro rata

Job Description

Roles & Responsibilities

Leadership & Management

- Maintain and promote our ethos of providing a free, respectful and confidential service to families who need our support.
- Work with the Trustees to set, implement and maintain the Board's vision, strategy and decisions.
- Network with other local organisations to identify potential areas of collaboration or co-operation and to avoid duplication of service.
- Line manage, conduct appraisals, lead, motivate and support a skilled and committed staff team, and ensure that there is a sense of shared responsibility for delivering agreed goals.
- Become an effective and authoritative spokesperson and ambassador for the charity, raising our profile and maintaining our reputation.

Financial & Compliance

- Ensure compliance with the law and with the charity's own policies and procedures.
- Oversee preparation of an annual budget and the keeping of accurate accounts and ensure that Trustees are kept fully informed about the charity's finances.
- In conjunction with the Board, identify and manage risk.

Fundraising

- Ensure that the charity is financially sustainable by working closely with Trustees and the Grants and Events committees. Researching, writing and submitting bids. Reporting to Trust and Grant givers and identifying areas that require additional funding.
- Recruit new supporters and members.
- Ensure that everyone who supports the charity is kept informed about its work and feels that their support is valued.

Operations

- Support the work of Trustees, including liaising with the Chair to ensure that Board meetings are efficient and productive, facilitating and overseeing reports from the Projects to the Board, attending Board meetings (currently held ten times a year on Thursday mornings) and facilitating trustee recruitment.
- Oversee all aspects of the charity's administration, including management of the new CRM, banking arrangements, payroll and pensions, insurance, Gift Aid returns, etc.

Person Specification

- Understanding of the issues facing vulnerable families and a deep commitment to Friends of the Family's services.
- Experience of working at management level.
- Track record of effectively managing projects or initiatives and delivering on time and to budget.
- Ability to think clearly, analytically and strategically.
- Excellent communication skills, both verbal and written, able to present information clearly and persuasively.
- Level of HR or people management experience required.
- Proven ability to build purposeful senior relationships both internally, and externally.
- Proven ability to raise funds, especially from trusts and foundations, companies and major donors.
- Sound administrative skills and an eye for detail.
- Experience of developing and managing budgets at both project and 'whole organisation' level.
- Experience of overseeing or supporting organisational operations and managing risk and compliance.
- Energetic, resilient and adaptable to the needs of a small, busy organisation.
- Patience, kindness and respect for the charity's culture of collaboration and support.

We strive to be an inclusive employer.

January 2022

