**JOB DESCRIPTION**

**Job Title:** Operations Manager

**Accountable to:** Chief Executive and Charity Manager (CE)

**Job Purpose**

This is a hands-on role, the purpose of which is to work with the staff to ensure that the Volunteer Action (VA) services are fully operational and delivering customer service excellence.

To co-ordinate and develop the volunteering programme to meet the demands of the services provided by VA to meet the Charity’s aims.

To support the development and management of all external communications, marketing and fundraising activities.

To work closely with the CE and deputise as and when required.

## **Key Responsibilities**

**Operations**

1. Day to day supervision of office volunteers, including rota production
2. Ensure the databases are used accurately, kept up to date and maintained within GDPR guidelines
3. Ensure that day to day activities are executed professionally and economically
4. Ensure all administrative functions are completed effectively and in a timely fashion
5. Ensure all mandatory documentation is completed and accurate records are maintained
6. Identify and introduce continuous improvements to working procedures
7. Identify, develop and deliver training for staff and office volunteers as required
8. Ensure the office is manned optimally to meet the changing demands of the service including providing cover for holidays etc as required
9. Work with the team to ensure a co-ordinated message and optimise growth of all the Charity’s services, stepping in to assist where necessary

**Volunteers**

1. Actively source new volunteers, ensuring volunteering opportunities are available in line with VA’s aims and objectives
2. Ensure all information and application packs are up to date and accessible
3. Support the recruitment and training of all volunteers, actively maintain good relationships, monitor performance, obtain feedback and ensure appropriate recognition
4. Ensure compliance with Disclosure and Barring Service regulations, GDPR, Equality and Diversity policies

**Information, Communication and Marketing**

1. Support the production of content and assist in the distribution of the monthly communication to volunteers and the annual VA Newsletter arranging mail-outs to clients as required
2. Encourage use of our other services when communicating with members
3. Provide presentations as required to other organisations about volunteering programme
4. Attend or arrange events to promote the volunteering programme in the local communities (These meetings may be out of office hours)
5. Manage external communications, including website and social media

**Deputising for the Chief Executive and Charity Manager**

1. Work with, and send information to, other organisations who work with our client group on an ongoing planned basis, ensuring that the referral pathways are open and accessible
2. Represent VA at relevant meetings, including developing partnership working with organisations that have a common purpose or work with the client group
3. Support the CE in the preparation of evaluation documents and impact reports
4. Monitor and identify gaps in service and seek ways to bridge the gaps
5. Understand the funding mechanisms and support the CE in bids and fundraising events
6. Undertake any other tasks and duties that may reasonably be required in relation to the service

August 2024