



Operations Manager

Job Description & Person Specification

JOB TITLE:	Operations Manager
SALARY:	£35,000 per annum
HOURS:	37.5 hours
RESPONSIBLE TO:	Charity Chief Executive
ACCOUNTABLE TO:	Charity Chief Executive
LOCATION:	Based at Queen Elizabeth Hospital Birmingham but required to work across all four hospital sites in Birmingham

KEY WORKING RELATONSHIPS

Internal:	Director of Fundraising, Head of Fundraising, Fundraising Managers, Senior Fundraisers, Fundraising Officers, Office Manager, Head of Marketing & PR, Communications Officers, Grants Officers, Administration Officers, Charity Chief Executive Chair and Board of Trustees, NHS Trust Communications Department, NHS Trust Executive Management Team Consultants, Nursing staff, Clinical staff, Royal Centre for Defence Medicine staff, Medical Secretaries, Administrative Staff
External:	Patients, patient families, fundraisers, donors, supporters, volunteers, corporate sector, community groups, events management, Association of NHS Charities, BBC, ITV, national and local media outlets, Charity Commission, HMRC

JOB SUMMARY

The Operations Manager is a new role, overseeing the service delivery projects run by the hospital charity, as well as assisting the Charity Chief Executive in the governance and financial reporting of the Charity including reporting to stakeholders and driving the strategic direction of the Charity.

They will oversee the governance of the hospital charity with staff working across all the hospital sites.

The Operations Manager will be responsible for the Charity's homes from home, including Fisher House, our property for military patients and their families, the Activities Coordinators scheme and other projects delivering non-clinical support to patients and their families.

They will assist in the delivery of the Charity's grant making programme, in particular around reporting outcomes and measurables.

PRINCIPAL DUTIES

- Oversee the delivery of the Charity's non-clinical service delivery programmes such as homes from home, Fisher House and Activities Coordinators
- Ensure contracts for those programmes are kept up to date and are reviewed for best value for money, including determining whether any should be delivered directly by the Charity rather than third parties
- Ensure the Charity complies with all relevant legal requirements for non-clinical service delivery programmes
- Work with the Charity Chief Executive to ensure effective management of the Charity's governance, including reporting to statutory bodies
- Work with the Charity Chief Executive to ensure effective budget management of the Charity's finances, including working with internal and external auditors
- Prepare regular reports for Trustees on the Charity's activities
- In conjunction with the Office Manager, deputise for the Charity Chief Executive as appropriate in their absence
- Hold a grant expenditure mandate
- Assist with grant making programme, including developing a clear methodology of measuring the impact of the Charity's grants
- Provide assistance to the wider teams with the full range of project duties in relation to assigned projects including risk management, programme plan updates, preparation of business cases, budget management
- Managing and prioritising unpredictable and frequently interrupted busy workload.
- To work with and deliver clear objectives and key performance indicators.
- To proactively contribute to the achievement of targets and the ongoing fundraising success of the Charity as a whole and to be a supportive, effective and collegiate team member.

COMMUNICATION

- Relaying accurate and timely information to the fundraising team, the Charity Chief Executive and Charity Trustees on a regular basis. Communicating with clinical and non clinical staff within the hospital. Communicating with donors and fundraisers.

- Dealing with enquiries, disseminating information and ensuring that the appropriate action is taken, whilst maintaining the Charity's policies and procedures

ORGANISATIONAL RESPONSIBILITIES

- Maintaining reports on the Charity's investment portfolio
- Maintaining reports on the Charity's non-clinical service delivery programmes

PROFESSIONAL RESPONSIBILITIES

- Ability to present oneself in a professional manner as a representative of the hospital and the charity.
- To maintain confidentiality in all aspects of duty including patient, fundraiser and donor data.
- To assist in maintaining accurate records and to complete and return as requested statistical data.
- To maintain an accurate effective database, recording essential information and providing statistical data in accordance with guidelines and policy using Raiser's Edge and Microsoft Office.

MISCELLANEOUS

- To represent the Charity in a variety of different contexts and to a variety of different audiences.
- To ensure that a positive image of the hospital and the Charity is projected at all times.
- To hold a flexible approach to working hours (the role will require the post holder to work evenings and weekends as necessary).
- To hold a flexible approach to work when asked to take on other fundraising or admin duties when the team needs to cover holidays, or at times of workload pressure.
- To adopt a supportive and collegiate approach when working with the fundraising team and other colleagues within the hospital.

The Operations Manager will also carry out other projects and duties as directed by the Charity Chief Executive.

NOTES:

This is not intended to be an exhaustive list of responsibilities but more an outline framework against which the post holder will be given flexibility to define the detail. Any changes will be the subject of consultation with the post holder.

All employees must adhere to and perpetuate Charity Policies and Procedures relating to:

- Health and Safety
- No Smoking at Work

- Equal Opportunities in Employment, including responsibilities under the Disability Discrimination Act.

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1984.

Employees of the Charity are eligible to join a defined contribution pension scheme, to which the Charity will contribute 5% of an employee's annual salary in addition to employee contributions.



Operations Manager

Person Specification

Competence	Essential	Method of Assessment
Education and qualifications	GCSE English Language or equivalent	Application
	GCSE Mathematics or equivalent	Application
	Competent in computer use including Microsoft Office or equivalent	Application
	Desirable Educated to degree level or equivalent	Application
Experience	Experience of operational delivery in a charity environment	Application/Interview
	Experience of governance in a charity environment	Application/Interview
	Working on own initiative	Application/Interview
	Previous experience of working with senior staff	Application/Interview
	Experience of working with charity service delivery clients	Application/Interview
	Experience of working with donors and fundraisers	Application/Interview
	Desirable Investment management experience	Application/Interview
	Experience of reporting to the Charity Commission and/or HMRC	Application/Interview

	Experience of working and consulting with patients and/or the public	Application/Interview
Skills/Knowledge/Ability	Excellent written skills with first class spelling	Application/Interview
	Use of Microsoft Office including Word, Excel, Access, Outlook, Powerpoint along with other software packages	Application/Interview
	Ability to produce accurate reports efficiently and to high standard	Application/Interview
	Ability to ensure accurate data inputting	Application/Interview
	Ability to work independently and under pressure, prioritising work to meet deadlines	Application/Interview
	Ability to deal with heavy, unpredictable workloads	Application/Interview
	Ability to set up and maintain organisational systems	Application/Interview
	Ability to work flexibly to meet the needs of the charity	Application/Interview
	Problem solving	Application/Interview
	Record keeping	Application/Interview
	Non-judgemental attitude	Application/Interview
	Accepts responsibility for own decisions	Application/Interview
	Ability to represent the Charity at events and functions	Application/Interview
	Good interpersonal skills and ability to influence people at all levels	Application/Interview
	Understanding and respect for the importance of patient confidentiality	Application/Interview
Desirable		
Understanding of the NHS and wider health and patient issues	Application/Interview	

Additional Information	A team player with a flexible approach. Available to work out of hours if required. Desirable Car driver	Application/Interview Application/Interview Application/Interview
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