

Job Title:	Operations Manager
Location:	Truro, Cornwall
Salary banding:	£30,000 - £32,000
Contract type:	Full time 37.5 hours per week Monday – Friday 8:30am – 4:30pm
Responsible to:	Managing Director
Supervisory responsibility for:	Project Leads, Social Prescribers, Community Health Champion

Main Purpose of Job:

As part of the Senior Management Team the Operations Manager will be responsible for long term planning and day to day delivery of Active Plus project activity. Working closely with the Managing Director, Project Managers, Delivery Staff and external organisations, the Operations Manager will be responsible for the planning, resourcing and delivery of projects and activities in accordance with contractual commitments and a coherent training plan.

Key relationships:

Internal	External
Managing Director	Lead Partner Organisations
Business Manager	Partner Organisations
Finance Manager	Project Funding Organisations
Project Managers	Customers and potential customers
Delivery staff	Marketing consultant

Main Duties and Responsibilities:

Planning and Coordination

- To work as a member of the Active Plus Senior Leadership Team, providing an operational input to the overall management of Active Plus.
- To monitor staffing levels, capabilities and overall capacity to identify risks to output and opportunities for growth.
- To liaise with Active Plus staff and Customers in support of planned project delivery and development of future opportunities.
- Manage the annual training plan ensuring the effective allocation of resources whilst accounting for commitments and absences. This includes producing a monthly plan.

Line Management

- Undertake relevant line management duties including 1:1 supervision sessions and annual personal development plans.

- To process annual leave requests and expense claims for direct reports.

Administration and finance

- To analyse customer feedback, and provide responses if appropriate, to identify opportunities to refine, adjust and expand Active Plus capabilities.
- To deliver operational updates in support of bids, news items, publicity and other Active Plus activity.
- Maintenance and distribution of the instructor guide, ensuring that content is relevant to current courses and interventions.

General management duties

- To instigate and facilitate regular meetings across all areas of Active Plus delivery to ensure effective lines of communications and information flow are maintained.
- To maintain confidentiality of information acquired whilst representing Active Plus.
- To be aware of and adhere to applicable rules and regulations, legislation and procedures including Active Plus's Equal Opportunities policy and Code of Conduct, national legislation (including Health & Safety, Data Protection).
- To be responsible for continuing self-development, identifying and completing training as appropriate.
- To undertake other duties as appropriate to the post in support of the Active Plus Managing Director.

Person specification

Skills, knowledge and experience		
Essential	Desirable	How identified
Experience of developing and managing successful teams. Including direct-line management responsibility	Leadership and management qualification	CV Personal statement Interview
Experience of effective working within a partnership to achieve mutual targets.	Knowledge of the local labour market and current opportunities available for employment and training.	CV Personal statement Interview
Ability to communicate with a wide range of audiences.		Personal statement Interview
Good working knowledge of the full Microsoft Office suite.	ECDL qualification or similar.	CV
Experience of coaching, mentoring and supporting participants to achieve their goals.	IAG, teaching or coaching qualification.	CV Personal statement Interview
A knowledge and understanding of the challenges faced by wounded,	Experience of the armed forces or of working with organisations who support the armed forces.	CV Personal statement Interview

injured or sick military veterans.		
Experience of working to strict deadlines whilst ensuring that all work is effective and compliant.	Experience of running or delivering grant funded projects.	CV Personal statement
Current clean driving licence and access to a vehicle for business use.		

Application process:

Closing date: 23 June 2021

Interview date: Week commencing 28 June 2021

1. Please send a CV of no more than 2 sides of A4 demonstrating your fit against the roles and responsibilities of the post.
2. A personal statement outlining your suitability against each of the essential criteria in the person specification.

Please send applications to Jodie@activeplus.org.uk