



Operations Manager

Functional Team: People & Operations

Reports To: People & Operations Director

Salary: £44,800 - £46,846

Location: Nationwide

Working Arrangements: Remote working with two office based days

MISSION OBJECTIVE

The People and Operations team defines, develops, and strengthens the foundations that reinforce the organisation's administrative, Operation and People functions. This team provides the necessary strategic, technical and operational services and infrastructure to support a collaborative, inclusive culture, and effective working practices that establish a strong foundation for 38 Degrees's team to succeed and ultimately for 38 Degrees to achieve its mission and vision of changing the country to become fairer, more respectful and more sustainable.

Reporting to the People & Operations Director, the Operations Manager, manages the operations function and oversees the delivery of administrative services in facilities management, contracts management and maintenance, payroll and benefits oversight, compliance and risk within the operational function.

This job describes the role of the Operations Manager. The 38 Degrees team works in a culture of togetherness, passion for our issues and determination to win, so from time to time the team will be expected to perform activities outside of their normal role.

Commitment

All 38 Degrees staff should have a deep commitment to our mission of empowering our community of supporters to win campaigns on the issues they care most about.

DUTIES AND RESPONSIBILITIES

ANALYSE



- Analyse 38 Degrees needs (e.g. administrative, resources, tools, IT, etc.) to ensure cost effectiveness and develop operational plans that are compliant with relevant workplace regulations/legislation.
- Oversee optimal delivery of operational services that facilitate the work of the 38 Degrees team while ensuring efficiency of delivery and value in the allocation of resources for such services.
- Play a key role in translating the operational needs of 38 Degrees into operational plans

- Working with the People and Operations Director, develop and influence operational strategy.
- Hold decisions for the operational function based on agreed frameworks.
- Continue to review and analyse operational service delivery - presenting a business case for improvements.

COLLABORATE



ENGAGEMENT

- Advise the People & Operations Director of operational issues that may impact the activities of different teams and recommend remedial measures.
- Advise 38 Degrees staff on the range of services to ensure awareness and compliance with operational guidelines and policies and promote proper and efficient execution.
- Work collaboratively with SMT to ensure clarity of service needs and act as an agent and gatekeeper for compliance.
- Define terms of reference and negotiate contracts with service providers, on scope, type, and quality of services required by the organisation.

MANAGE THE PROJECT CYCLE



DELIVERY

- Anticipate issues related to operational services and initiatives aligned with operational needs and ensure this is responsively adjusted to avoid disruption of service delivery.
- Assess the performance of the operational services platform (administrative, finance, HR, IT, etc.) to identify potential areas of risk or improvement or extension of 38 Degrees' operations architecture.
- Scan the external environment to understand new emerging themes for the operational space and put forward a business case for changes of relevance for 38 Degrees.

TARGET SKILLS PROFILE



SUBSTANTIVE KNOWLEDGE

Demonstrated substantial skills gained through training/education or experience in facilities management, business administration, compliance and risk, reflecting conceptual understanding of the field.

Leadership and Management

- Proven ability to lead, manage and motivate people, contribute to organisational/functional level decision making and support the management of the associated impact.
- Effectively plans and manages allocated resources and budgets.
- Assess and mitigate against risks to ensure the sustainability and reputation of 38 Degrees.
- Makes a major contribution to the organisation's strategy by ensuring functional strategies, plans and objectives are aligned
- Makes skilled and thoughtful proposals about strategy for their area of responsibility, ensuring alignment to the plans and objectives of the function.
- Effectively adapts to change - is able to support wider organisational change initiatives and translate this to the team.

CONCEPTUAL

Render rigorous analysis of specific project/service designs and activities to enable a strong and efficient operational infrastructure for 38 Degrees.

APPLIED

Select project models or service offerings appropriate to stakeholder needs and utilise standard approaches that require limited adaptation and are consistent with well-defined program objectives.



COMMUNICATION SKILLS

Demonstrated substantial skill gained through exposure in presentation/promotion, and negotiation.

INTERNAL

Communicate inputs and insights to internal and cross functional teams that enables the integration of work outputs as part of a coordinated service.

EXTERNAL

Engage with vendors/suppliers, partners and consultants to ensure clarity and an understanding of our needs and build project/service delivery standards and requirements of a high specification.



Demonstrated substantial achievement in the execution/delivery of intricate and complex programs/services.

TIMELINESS

Deliver outputs in a manner consistent with standard timeframes to support the work of others and meet stakeholder needs.

QUALITY

Deliver outputs which are consistent, high quality and relevant to stakeholders.

TARGETED SPECIALISED KNOWLEDGE

- Substantial specialised experience in managing operational support services in facilities management, and IT, and tools and infrastructure to support human resources, finance, and other facilitative functions. Full project-cycle management of IT development projects and IT security, procurement, implementation, monitoring and evaluation of webtools.
- Substantial specialised experience and/or knowledge of workplace legislation/regulations and the adaptation of practices for compliance.