

SOUTHWARK CHARITIES LIMITED

OPERATIONS MANAGER

JOB DESCRIPTION

Responsible to:	CEO/Clerk to the Trustees
Responsible for:	This post has direct line management responsibilities for: Welfare Officer Finance Officer Grants Officer
Place of Work:	42 St Mary Newington Close Surrey Square Walworth SE17 2LP
Hours of Work:	24 hours per week (60% of FTE), flexible within normal office hours
Salary:	£30,000 (£50,000 <i>pro rata</i>)
Holiday:	20 days plus Statutory holidays; 28 days in total
Pension:	Minimum employer contribution of 4% (after probationary period), plus up to an additional 4% to match employee contribution of 4%.

OVERVIEW

The Operations Manager will play a key role in our charity as it expands and develops. The successful candidate will assume responsibility for the day-to-day running of the charity, enabling the CEO to focus on the charity's development programme. Over the next few years, the charity will significantly increase its stock of housing and its annual income, which will require a larger organisation so as to maximise the potential benefits for the residents of Southwark.

BACKGROUND

Southwark Charities Ltd (Charity Reg No 1137760) is the sole trustee for a number of charities concerned with the support and welfare of older people within the Borough of Southwark. Currently the charity maintains two almshouses, in Blackfriars and Walworth. As part of the Charity's long-term development strategy, it is planned that a new almshouse in Blackfriars will begin construction in 2022, to open in 2025, and a new almshouse in Walworth will begin construction in 2025, to open in 2028. In addition to the provision of affordable housing, we provide a programme of outings, events, meals and holidays, and modest annual discretionary payments, for c 200 people from the local community. We also have an ambition to increase our investment and support for the older community, primarily through a significantly larger grant-making capacity resulting from our development programme.

ALMSHOUSES

The Operations Manager will have overall responsibility for the management and maintenance of the almshouses; in particular to:

- Ensure that maintenance problems are reported promptly to the company retained by the charity for this function.
- Ensure that the database of the Residents details and next of kin is maintained and updated regularly by the staff member responsible.
- Oversee the staff responsible for the collection of Weekly Maintenance Contributions and ensure that receipt records are maintained and that the cash received is banked promptly.
- Direct the staff responsible in the matter of Council Tax payable on empty properties and matters of social welfare, e.g. entitlement to benefits, concerning the Residents.
- Support the Welfare Officer in matters relating to the Residents and resolve disputes when these cannot be resolved by the staff responsible.
- Ensure that the building and engineering insurance cover is reviewed annually prior to renewal.
- Make certain that maintenance contracts in respect of the lifts are maintained in force and that all inspection reports by the insurers are passed to the contractor.
- Ensure that the Gardens are maintained.
- Direct the staff responsible for organising events arranged by the Trustees from time to time, for the benefit of the Residents of the almshouse.

APPOINTMENT OF RESIDENTS

The Operations Manager, working closely with the Charity's Appointments & Grants Committee, will have responsibility for ensuring that almshouse vacancies are filled promptly and appropriately, bearing in mind the diversity of the population of Southwark; in particular they will:

- Proactively ensure that the possibility of residence is brought to the attention of a wide range of eligible people.
- With the Welfare Officer, monitor the progress of applications for residence, ensuring that the information provided is accurate and that the candidate is eligible on the basis of the objective criteria.
- Ensure that applications are processed and assessed in a timely manner, and that Home Visits are arranged promptly.
- Attend meetings of the Appointments & Grants Committee at which applicants qualified for appointment are interviewed and vacancies at the Almshouses are filled.
- With the Welfare Officer, maintain the Waiting List of eligible applicants, and allocate vacant flats on the basis of meeting the greatest need.

MEMBERS

The Operations Manager will be responsible for managing an imaginative and thriving Members' programme; in particular they will:

- Ensure that the database of current Members is kept up to date.
- Direct the staff responsible for the payment of the quarterly Discretionary Payments.
- Ensure that all applications received for appointment as a Member are assessed for eligibility prior to adding them to the register of Members.
- Direct the staff responsible for the arrangement of any annual events as approved by the Trustees for the benefit of the Members of the Charity
- Direct the staff responsible for the payment of any Christmas Bonus and Gift and/or Vouchers as approved by the Trustees for the benefit of the Members of the Charity

GRANTS/COMMUNITY INVESTMENT

The Operations Manager will supervise the Grants Officer who will have overall responsibility for the Charity's grants programme, in particular they will:

- Supervise the Grants Officer in publicising the availability of grants for our beneficiary groups.
- Supervise the Grants Officer to assess grant applications to ensure they fall within our charitable purposes.
- Supervise the Grants officer in maintaining a record of grants and the receipt of performance reports from grant recipients.
- Ensure that approved grants are paid promptly.

INVESTMENTS

The Operations Manager will have responsibility for managing the charity's investments; in particular they will:

- Maintain a register of all investment/unit trust holdings by the charity.
- Report quarterly to the Finance & General Purposes Committee the market value and the performance of the financial investments and any disposals and/or additions made during the period.
- Monitor the position of any surplus funds and ensure that they are invested short term in an appropriate interest-bearing account.
- Direct staff responsible for the preparation and dispatch of rent demands to tenants and lessees of the charity's investment properties and the inputting to the accounting records.
- As and when required liaise with lessees on matters relating to the extension of leases in particular ensuring that up to date valuations are obtained prior to the grant of any extension and that the standard deed of variation is executed.
- Liaise with the charity's solicitors to ensure that all title deeds and Land Registry Certificates are stored and secured.
- Direct staff responsible for dealing with the letting agents appointed by and acting for the Charity.

OFFICE MANAGEMENT

The Operations Manager will be responsible for managing the Charity's office premises and procedures; in particular they will:

- Implement (and, where necessary, design) procedures for the smooth running of the office.
- Accountable for ensuring office filing systems, both paper and electronic, personnel records, databases and all other filing related to the general running of the office, are accurately maintained by staff and up to date records are maintained of work undertaken.
- Oversee the purchase, installation and maintenance of any telephone equipment, and printers/IT equipment.
- Responsible for monitoring and ensuring the maintenance of stationery supplies and office provisions, developing procedures, controlling stock, overseeing negotiations with suppliers, including providers of telecommunications, stationery, business cards, leaflets, etc.
- Ensuring that all confidentiality and data protection obligations are complied with by systems, staff, volunteers and trustees
- Oversee existing health and safety procedures, ensuring their implementation and maintaining a safe and secure work environment for staff and volunteers, at all times having a duty of care to them.

FINANCE & ACCOUNTING

The Operations Manager will be responsible for ensuring the charity's sound financial management; in particular they will:

- Using Sage 50, oversee book-keeping function, ensuring accurate recording of all supplier and customer invoices, bank receipts and payments etc.
- Ensure that customer invoices are prepared and issued on a quarterly basis.
- Ensure that the list of quarterly Discretionary Payments to Members is maintained and that payments occur on the scheduled dates.
- Weekly to reconcile the current account.
- Record the investment dividend receipts quarterly.
- Fortnightly to prepare a list of supplier invoices due for payment, initiating the payment using the Co-operative Bank online banking function, and requesting either the Chair of the Finance & General Purposes Committee or the Chair of the Board of Trustees to authorize the payments in a timely manner.

- Every quarter, prepare the quarterly management accounts report (budget v actual) for presentation to the Finance & General Purposes Committee.
- With the Chief Executive, prepare an Operating Budget for the charity in the autumn in time for approval before the YE.
- Assist the auditors with the annual audit.

GENERAL

- Support the Chief Executive in planning and preparing for the future.
- Attend meetings of the Applications & Grants Committee and the Finance & General Purposes Committee and take the Minutes of such meetings.
- Develop and maintain the charity's website detailing the services that the charity provides and other information which relates to the work of the charity.
- Develop and maintain the charity's social media accounts, in collaboration with the staff and trustees.
- Any other duties as the charity may require from time to time.

The Person We are Looking For

We are looking for someone who:

- Has experience of leadership in either work or other capacities and the willingness and capacity to develop leadership skills
- Is self-motivated and organised, and can prioritise their own workload
- Has well-developed financial skills, ideally with accounting qualifications to at least AAT level
- Is a regular user of Microsoft Office tools
- Has experience of working with older people
- An excellent team player who understands the nature of small organisations
- Good verbal/written communication skills
- Knowledge of the diverse community we exist to serve, ideally a resident of Southwark
- Previous experience in a similar role, ideally in the charity sector

What We Can Offer

- A supportive workplace environment working for a dynamic, growing charity
- The opportunity for you to join and contribute to this significant transition phase and make a real difference to lives in Southwark
- Continuous professional development through training and learning opportunities

Application Process

To apply for these positions please email your CV with a covering letter to clerk@southwarkcharities.org.uk. You should outline your experience and how you meet the requirements of the Person Specification. Please keep your covering letter to no more than 3 pages (A4, standard margins, minimum font size 11pt).

Equality, Diversity and Inclusion

Southwark Charities is committed to promoting equality, diversity and inclusion in everything we do. We strongly encourage applications from individuals with backgrounds that reflect the diversity of Southwark.

Data Protection

Any personal data you provide (such as address, telephone number, employment history) will be used for recruitment purposes only, and only shared with individuals and organisations involved in the recruitment. Data will be stored securely: (electronically on our cloud-based IT system). Personal data related to unsuccessful applicants will be deleted six months after the end of the recruitment period unless agreed with the applicant.