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**Regional Operations Director**

**Job Description**

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| **Role** | Regional Operations Director |
| **Reporting To** | Board of Trustees/CEO |
| **Role Type** | Full-Time, Permanent - flexible or reduced hours considered |
| **Direct Reports** | Project Coordinators, Volunteer coordinator, Admin, Comms |
| **Salary Band** | £42,000 - £55,000 per year |
| **Location** | St Pauls, Bristol |

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| **Job Purpose** |
| Marmalade Trust are looking to recruit a Regional Operations Director to be accountable for the operational delivery of our services in Bristol, South Glos and North Somerset. To support in delivering our vision and mission; to address loneliness both through raising awareness and providing practical support to increase people’s social interactions.  We are seeking a strategic individual, with strong leadership and management skills, excellent interpersonal and influencing skills, and the ability to build relationships with a wide range of stakeholders. The individual will be familiar with the challenges and opportunities of the funding, commissioning and income generation environment. They will also need to ensure current and future operations are sustainable and support in driving the strategic plan for growth and expansion. They will take ownership of operational budgetary management, performance and reporting, manage the end-to-end grants and funding process and support successful, thriving teams.  **To apply for this position please send your CV and a supporting statement as to why you are suitable for this role.**  This post is offered subject to satisfactory Disclosure and Barring Service (DBS) check and references. |

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| **Development Opportunities** |
| The successful candidate will be expected to become an integral part of Marmalade Trust. There is significant room for growth, and opportunities to increase experience, skills and potentially pay. Our vision is for Marmalade Trust to grow both locally and nationally - and we will need strong Operational leadership at the centre of this plan. |

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| **Job Accountabilities** |
| * Provide leadership for the organisation at a regional level, ensuring that those working or volunteering with Marmalade Trust can develop, achieve their best and flourish. * Take responsibility for the implementation of strategic plan, developing new partnerships and bringing new opportunities into the organisation. * Support Marmalade Trust to remain an inclusive and diverse organisation, help us to advance equality for our members and volunteers and help us to diversify and strengthen our reach. * Develop, implement, monitor and evaluate the Service Development Plan for each service. * Contribute to medium and long term strategic planning and business development, including, but not limited to: attending strategic meetings, responding to opportunities, developing contracts, developing strong relationships and partnerships, regularly updating the board of trustees on status of projects. * Lead on all people management and HR issues in accordance with the charity’s policies and procedures; including recruitment, performance, staff development and training. * Ensure the safeguarding of our members, staff and volunteers through overseeing safeguarding referrals and ensuring policies are regularly reviewed to comply with current legislation. * Work collaboratively with the Finance Trustee to develop, maintain, implement and control sustainable annual budgets and take proactive action where needed to avoid budget deficits. * Ensure that Marmalade Trust is achieving and reporting agreed outcomes mandated by contractual agreements and grants. * Ensure high quality, person-centred project delivery is achieved across the organisation. * Ensure there is a culture of continuous improvement, backed up by a strong working knowledge of process improvement and project management methodologies in which you are confidently able to coach teams and individuals. * Work with project coordinators to ensure processes, policies, procedures, guidelines and monitoring systems are regularly updated, understood and implemented by staff, volunteers and members as appropriate. * Continue the development of an outcomes based approach to service delivery across all areas of the organisation. * Promptly review data and collate reporting required for the effective running of the organisation, taking specific responsibility for the member and volunteer database, the monitoring and evaluation framework and ensuring any learnings from the insight collated is shared and acted upon in a timely fashion. * Have a high level of IT literacy, including strong competency with Gmail, databases and Microsoft Office enabling professional and clear communication with both internal and external stakeholders. * Be prepared to complete some media work (local radio etc) to increase awareness and fund raise. * Complete any other reasonable duties the CEO considers appropriate, and be willing to work outside of office hours on occasion/as required. |

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| **Person Specification** |

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|  | **Essential** | **Desirable** |
| **Qualifications** | Experience in a role with similar levels of operational seniority and responsibility | Educated to degree level  Management qualification |
| **Knowledge** | Experience implementing and managing safeguarding policies and procedures  Good understanding of GDPR, data protection and confidentiality legislation and regulation  Good understanding of the Equality Act 2010 and the experience to translate the legislation in to meaningful service delivery  Managing and setting budgets and meeting funding requirements  Updating project income and expenditure and feeding updating board of trustees. | Knowledge of the impact of loneliness and general physical and mental health conditions  Understand the City Plan and how Marmalade Trust and it’s goals fit within it  Understand the wider environment in which Marmalade Trust operates and how individual roles contribute to achieving strategic goals  Knowledge of BNSSG health and social care infrastructure |
| **Skills** | Excellent interpersonal skills driving strong relationships both internally and with external stakeholders at all levels, including service users, partners and funders  Ability to present effectively to a range of audiences and at strategic level  Strong communication skills, enabling the candidate to drive people at all levels towards common goals and outcomes  Strong people management skills, and the ability to work effectively and bring out the best from both volunteers and paid employees  Excellent understanding of Project Management methodologies enabling the delivery of complex and competing project requirements to tight deadlines while keeping teams engaged and motivated  High standard of IT skills, particularly in Gmail, with an excellent knowledge ofdatabases, Excel, Word and PowerPoint  Experience of shaping and driving the strategic development of an organisation across the medium and long-term, always accounting for budgetary constraints  Ability to run and deliver a procurement process  Ability to develop, motivate and inspire high performing teams  Strong organisation skills, the ability to drive your own workload and work independently or within a team  Confidence to communicate and take responsibility for the operational output of Marmalade Trust  Ability to set and prioritise targets and workload for yourself and others  Confidence collating, analysing and presenting complex data and using it to inform and develop the aims of Marmalade Trust  Ability to think creatively and adopt a solutions focused ‘can do’ approach | Understanding of systems and platforms, such as monday.com  Wix - basic updates |
| **Experience** | Significant Senior management experience in an equivalent role  Experience of setting, monitoring and evaluating SLAs, KPIs and outcomes for contracts and funding applications  Experience managing risk management practices and protocols for working with vulnerable people  Experience of writing bids and reports for contracts  Experience of handling and overseeing safeguarding cases  Experience of producing high-level management reporting and insight involving both qualitative and quantitative data  Experience of bringing the best out of people, developing, inspiring and leading to enable them to deliver and grow | Experience working in the voluntary/charities sector in the South West  Experience of managing service provision for people with additional needs |
| **Competencies / behaviours** | Promotes effective team working to facilitate the efficient management of competing priorities and responsibilities when working in a high pressure environment  Inspire and lead by example, working collaboratively across the organisation and beyond  Drive operational excellence through implementing continuous improvement methodologies  Creative and people focussed approach to problem solving  Develops SMART objectives and goals to drive high performing teams  Ability to form and maintain good working relationships with colleagues  Ability to plan, organise and manage workflow to meet demanding deadlines  Act as an ambassador and advocate for Marmalade Trust externally and across internal teams  Be proactive and committed to getting the job done | Understands wider environment in which the team operates and how individual roles contribute to Marmalade Trust’s strategic goals |
| **Other** | Undertake some work outside of core working hours such as: present and speak at public events on behalf of Marmalade Trust in order to raise awareness of loneliness and the work we do  Able to travel to and attend meetings outside of the usual place of work and office hours |  |