

POSITION BRIEF

Position information

Position title:	Operations Manager
Reporting to:	Directors + PSG
Location:	The Arts Centre Hounslow (base)/Various locations around Hounslow Borough and trips outside of the borough where necessary
Department:	The Wellbeing Network
Position type:	To manage the Wellbeing Network project in line with the funding agreement, ensuring all key requirements are adhered to whilst ensuring all operations are carried on in an appropriate, cost-effective way. To lead on delivering of the agreed project outcomes and the development of the Wellbeing Network offer to reach and support a wider clientele. To lead and support the Wellbeing Network team including volunteers as the service office develops
Proposed start date:	ASAP
Hours:	Four Days a Week (32 hours)

Position proposition

What are the main functions of the position?	<ol style="list-style-type: none"> 1. Ensure all operations are carried on in an appropriate, cost-effective way 2. To manage the project in line with the funding agreement, ensuring all key requirements are adhered to. 3. To lead on delivering of the agreed project outcomes and the development of the Wellbeing Network offer to reach and support a wider clientele. 4. To lead and support the Wellbeing Network team including volunteers as the service office develops
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	<ol style="list-style-type: none"> 5. Help the organisation's processes remain legally compliant and work closely with legal and safety departments to ensure that activities remain compliant 6. Manage data collection for the updating of metrics to achieve productivity targets, reduce cost per unit, eliminate errors, and deliver excellent customer service 7. To lead on the development of new relationships, partnerships and funding sources and to work with the Arts Centre team to complete and apply for additional funding for the network.
What are the organisational relationships?	The operations manager would lead a small, two person team consisting of the Deputy Manager and a Wellbeing Practitioner. They would report to the Managing Director and Artistic Director of the Arts Centre as well as the PSG.

Position details

Remuneration package:	£33,000 net per annum pro rata + NI & Pension
Position description:	<ol style="list-style-type: none"> 1. Ensure all operations are carried on in an appropriate, cost-effective way 2. To manage the project in line with the funding agreement, ensuring all key requirements are adhered to. 3. To lead on delivering of the agreed project outcomes and the development of the Wellbeing Network offer to reach and support a wider clientele. 4. To lead and support the Wellbeing Network team including volunteers as the service office develops 5. Improve operational management systems, processes and best practices 6. Purchase materials, plan inventory and oversee activity efficiency 7. Help the organisation's processes remain legally compliant and work closely with legal and safety departments to ensure that activities remain compliant 8. Formulate strategic and operational objectives

	<ol style="list-style-type: none"> 9. Work with the directors to manage budgets and forecasts, conduct budget reviews and report cost plans to upper management 10. To comply with GDPR regulations 11. Recruit, train and supervise staff 12. Rota management for staff working on the Wellbeing Network project. 13. Find new ways to increase quality of member service 14. Ensure all members are treated with respect and dignity at all times 15. Lead, motivate, and support a small team within a time-sensitive and demanding environment, including problem resolution 16. Manage data collection for the updating of metrics to achieve productivity targets, reduce cost per unit, eliminate errors, and deliver excellent customer service 17. Partner with cross-functional teams to improve proprietary tools and systems 18. Work with Delivery Manager to organise and support each activity, taking a leading role as and when required 19. To be a consistent and comforting presence for any member who requires support 20. To lead on the development of new relationships, partnerships and funding sources and to work with the Arts Centre team to complete and apply for additional funding for the network. 21. To nurture close working links established with all relevant statutory teams in a position to identify people who might benefit from the HWN 22. To be present for any appropriate sessions and if appropriate; run any sessions where staff or freelance staff have become unavailable 23. To liaise with wellbeing network staff in order to ensure the voice of the entire network is reflective in the activities being presented. 24. To guide the network into the next chapter and to ensure that it will continue to grow and develop. 25. To undertake any additional training that is required and to do so in a timely and professional manner
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Ideal candidate will be/have:	<ul style="list-style-type: none"> ● Positive / Enthusiastic ● Resilient ● Empathetic and Kind ● Strong work ethic ● Passionate ● Accuracy and Attention to detail ● Team player ● Strong Leader/Confident ● Perform Under Pressure ● Creative
Relevant experience & skills required:	<p>Applicants should have previous experience of setting up and managing a community-based service, leading a small team and line-managing staff. Experience of working face to face with service users including adults with mental health needs is also required. Experience in working in the Wellbeing sector and delivering publicly funded work is required, especially a candidate with experience of reporting finances and engagement data to public bodies and/or funding bodies.</p>
Relevant qualifications:	
What will some of the challenges be for this position?	<p>This is a new position within a new team. We are creating a structure that is going to be a Wellbeing support network to many people across the Borough of Hounslow and that is going to take time. We expect there to be bumps along the way and the challenge for this position is to help guide and steer the network through these moments and help us create a strong foundation for which we can build from.</p>
What background checks will be required?	<ul style="list-style-type: none"> ● Right to work in the UK ● Clean DBS Check ● 2x Reference Checks

<p>Why your business is great to work for?</p>	<p>The Arts Centre creates an inclusive, supportive and culturally enriching environment in all projects and tasks. Our aim is to help members of the community and introduce them to different activities/social groups/opportunities within the wider community.</p> <p>We integrate arts into the community through multiple avenues which provides not only entertainment but compassion, acceptance and relatability. It is important that our values are always inline with the greater need of the community and we actively work towards this, for example our wellbeing network, festivals, and our affordable award-nominated Panto.</p> <p>At the Arts Centre there is a great team of supportive people who will not only help you do your best but who will actively encourage opportunities to do so. We are a passionate team based in the heart/centre of Hounslow who work towards the same goal for the community. The office environment is very fun, supportive and encouraging - where everyone is valued.</p>
<p>How to Apply</p>	<p>To apply please email your CV and a cover letter to laura@theatremanagement.co.uk. Please include all relevant experience working in the community.</p>