

JOB DESCRIPTION

Job Title: Head of Operations

Hours of work: 21 hours per week (0.6 FTE)

Location: Millbrook, Southampton

Responsible to: SCM CEO

Responsible for: Admin staff x3

Purpose of role

The Head of Operations is responsible for governance and operations for Southampton City Mission, in consultation with the CEO. With specific oversight of fundraising & finance, communications, HR, IT, premises and governance they will regularly report to the Board on all aspects of their role.

Operations, HR & IT

1. Provide support to the Project Managers with operational aspects of their projects.
2. Manage the facilities at the SCM rented premises, Unit 5 Second Avenue.
3. Negotiate and manage contracts including utilities, maintenance, leased equipment, insurance, mobile phones & IT.
4. Research and advise on HR policies, procedures and staff contracts, liaising with external HR consultants as necessary.
5. Assess and manage the charity's technology needs.
6. Line manage the Administrator, Administrative Assistant and Finance Officer.

Strategy & Planning

1. Assist the project managers and CEO with forward planning & project developments.
2. Support the Trustees in managing risk, informing them when new risks are identified and ensuring the Risk Register is updated.
3. Ensure SCM's Christian ethos underpins strategic planning and is evident in the way operational plans are implemented

Fundraising & Communications

1. Develop, implement and oversee the fundraising strategy to support the charity's aims, in consultation with the CEO, Trustees and staff.
2. Develop, implement and oversee the communications strategy to increase visibility of and promote the charity's work externally.

3. Ensure internal communication channels between staff, volunteers and partners are working effectively, adapting methods and procedures when necessary.
4. Represent SCM at community, business and church events.

Governance & Trustees

1. Keep up to date with charitable governance requirements, informing the Board and implementing changes as required.
2. Attend and support at Board meetings including; overseeing the review and update of policies and procedures; arranging agenda in liaison with CEO and Chairperson; taking and distributing minutes; ensuring compliance with the SCM constitution and charity law.

Other

1. Lead the weekly staff prayer meeting in the absence of the CEO.
2. Attend and contribute to monthly SCM prayer meetings as required.
3. Work in accordance with the policies, procedures and ethos of SCM at all times.
4. Deputise for the CEO in their absence.
5. Undertake other tasks necessary to the operational efficiency and sound governance of the charity.

Changes to the above may be made by the Board of Trustees, with prior notice and in consultation with the postholder.