

Job Description

Job Title	Operations Manager
Reports to	Director
Hours per Week	28 hours per week
Contract	11-month fixed term with possibility of extension
Salary	£35,000 per annum pro rata
Pension	Government Workplace NEST Pension Scheme
Responsible for	Administrator and Finance Office, Counselling and Psychotherapy Service Manager; Generalist Advice Team and Violence Against Women and Girls (VAWG) Service Manager.

Job Purpose

The Latin American Women's Rights Service (LAWRS) is a human rights and feminist organisation led by and for Latin American migrant women in the UK. Our work is dedicated to supporting the immediate and long-term needs of Latin American migrant women exposed to violations of their fundamental human rights; facing violence against women and girls, exploitation or trafficking; enduring difficult living and working conditions in low paid jobs, and facing barriers to social protection.

Around 5,000 women use our services every year, benefitting from practical and emotional support, learning new skills and improving their own opportunities. We strive to provide essential tools for women to empower themselves in their pursuit of personal and social change, and to carry out evidence-based campaign and policy work.

The Operations Manager will work closely with the Director and Fundraising and Development Manager to further develop, plan and implement LAWRS' operational plan, ensuring the sustainability of the organisation and its ability to continue successfully reaching its aims.

The post holder will be responsible for the smooth running of LAWRS frontline services ensuring efficient processes and effective line management for our high-quality project delivery and in accordance to business and training and development plans, policies, procedures and quality standards, cross-team working, accreditations and audits requirements.

Main accountabilities

1. To design, implement and oversee the smooth running of LAWRS frontline services, ensuring:

- The development of workforce plans to meet the operational requirements of the organisation, following recognised good practice in the sector, service standards, accreditations and audits requirements.
 - The efficient management of LAWRS contracts, including tracking work to be completed, optimising the use of staff time and other resources, and meeting deadlines provided.
 - The provision of weekly drop in advice sessions and fortnightly surgeries according to team's capacity, the adequate use of existing office space and responding to user's needs.
 - That service user views are heard and inform the different services provision.
2. To manage the delivery against targets and contract requirements, evidencing:
- The adequate planning, implementation, monitoring and evaluation of the different projects of the service, devising strategies to increase capacity and work in partnership with others.
 - The regular analysis of projects' performance.
 - The timely production of internal and external narrative and data reports, tracking the progress of the different projects, addressing any potential risks and designing and implementing delivery plans to meet targets within deadlines.
 - The adherence to LAWRS standards, policies and procedures, and compliance with accreditations and regulatory bodies.
 - The development, management and monitoring of the operations budget including analysis, reporting and action on variances, ensuring best value in all expenditure.
3. To lead, manage and develop the service team managers, administrator and any other staff member as required, by:
- Providing effective line management and human resources support to staff in accordance with LAWRS Performance Management, Review and Evaluation Policy and any other relevant policies.
 - Ensuring that staff and volunteers are effectively recruited, inducted, supported and supervised, following all guidelines and tools provided, ensuring relevant and updated key performance indicators (KPIs) are in place according to each role
 - Working with staff and volunteers towards their professional development and motivation, (e.g. mentoring, shadowing, peer support, training, etc.).
 - Establishing and supporting staff and volunteers in maintaining the scope of the LAWRS services and projects and in accordance with LAWRS Policies and Procedures.
 - Holding regular service meetings, ensuring effective communication to and within the team and continuous service and team development.
 - Ensuring that teams' monitoring and evaluation of activities, outcomes, and impact is completed as required.

- Setting adequate deadlines for reporting within the team and delegating tasks to its members effectively.
4. To actively work with LAWRS Director in senior leadership and organisational management activities to ensure agreed strategic priorities drive LAWRS' day-to-day operations, by:
- Actively looking for, and implementing new, efficiency-enhancing strategies and processes to improve LAWRS' internal functions (in particular HR, IT and finance).
 - Devising strategies for improving communications internally and externally and ensuring that LAWRS activities are well disseminated to relevant audiences.
 - Collaborating with policy and communications coordinators in LAWRS policy work, research and media enquiries as required.
 - Assisting the Director in creating annual organisational budgets and develop individual programme budgets.
 - Preparing annual audit in conjunction with the Director, Finance Officer and Bookkeeper.
 - Leading on the development, implementation and monitoring of quality assurance systems.
 - Overseeing quarterly management accounts to assess financial performance against budget, financial and operational goals.
 - Reviewing, developing and updating LAWRS policies and procedures, business and operation plans, service manual and handbook for employees.
 - Cooperating with the development of the annual risk register and annual report.
5. To represent LAWRS in relevant external meetings and events, by:
- Building effective relationships with relevant agencies to ensure referral pathways for service users.
 - Networking and participating in partnership meetings, forums, VAWG related working groups and initiatives, conferences, and other relevant meetings and events as required.
 - Acting as an ambassador, upholding and maintaining the organisation's ethos, values, aims and objectives.
 - Promoting the service and the organisation to other agencies and potential service users.
6. To maintain up to date knowledge of changes to employment legislation and ensure the organisation complies with it at all times, by:
- Attending training, events, conferences, and other development opportunities in agreement with your line manager and in accordance with LAWRS Staff Training and Development Policy and Procedure.
 - Sharing relevant information within and beyond the team as relevant.

7. Other accountabilities:

- To attend regular one to one sessions in accordance with LAWRS Performance Management, Review and Evaluation Policy.
- To attend staff and management committee meetings, LAWRS Annual General Meeting and any other relevant organisational activities as required.
- To abide by Health and Safety guidelines and share responsibility for your own safety and wellbeing and that of colleagues.
- To carry out any other duties appropriate to the post as requested by the Director.

Person specification

Experience	Application Form	Interview	Exercise
1. Minimum two years direct experience of operational management in an advice and/or frontline service providing organisation	✓		
2. Minimum three years experience as a project manager, with demonstrable experience of planning, implementing and monitoring projects.	✓	✓	✓
3. Demonstrable experience in line management.	✓	✓	✓
4. Demonstrable experience managing contracts, sub-contracts and/or grants.	✓	✓	✓
5. Demonstrable experience in writing reports to funders.	✓		✓
6. Experience of developing and maintaining effective working relationships with statutory and voluntary organisations in the UK.	✓		
Knowledge and Understanding			
7. An in depth knowledge and understanding of the UK not for profit operating environment and key current issues and opportunities.	✓	✓	✓
8. A thorough understanding of the needs and issues facing Latin American women in the United Kingdom.	✓	✓	✓

9. Knowledge of business, organisational, strategic planning, management and HR systems.	✓	✓	
10. Wide knowledge of outcomes and value-based approaches to service development and delivery.	✓		
12. Good understanding of Health and Safety, Quality Assurance and Safeguarding processes.	✓		
13. Excellent command of English and Spanish and/or Portuguese both orally and in writing, including quality written work for reporting to funders purposes.	✓	✓	✓
14. Demonstrable knowledge of monitoring and evaluation tools and processes.	✓		✓
15. A commitment to integrate equal opportunities principles and anti-discriminatory practice in all aspects of the work.	✓	✓	✓
Skills and Abilities			
16. Excellent communication and interpersonal skills, with the ability to represent LAWRS at meetings, presentations and before stakeholders and decision makers conveying the organisation's aims, values and ethos on issues relevant to LAWRS' work.		✓	✓
17. Assertive but empathetic, with a commitment to secure and uphold women's rights.	✓	✓	✓
18. Excellent project management skills and ability to think clearly under pressure.	✓	✓	✓
19. Self-motivated and resourceful, with the ability to be self-administering, set priorities, work on own initiative and under supervision.	✓	✓	
20. Ability to work on own initiative or collaboratively as part of a team, and ability to delegate responsibilities effectively.	✓		
21. Ability to liaise and negotiate effectively at	✓	✓	✓

different levels.			
22. Good ICT skills and making use of computerised systems and databases.	✓		
Desirable			
23. A professional business/administration (or related field) qualification to degree level or equivalent.	✓		
24. Previous work experience in a management position in the voluntary sector.	✓		

Other requirements or conditions of the role:

1. This post might be subject to an enhanced DBS (Disclosure Barring Service) check.
2. You might be requested to participate in occasional organisational activities in the weekends and/or outside your working days/hours.
3. This job description outlines the current main responsibilities of the post, however, the duties of the post may change and develop over time and the job description may be amended in consultation with the post holder.

Last updated: January 2020