



Job Description
Operations Manager

Company Overview

The EBP is a commercially focused social enterprise that develops the skills of young people. We are proud to support young people across the country, helping them to develop the skills they need to thrive.

We conduct our work through our three brands;

- National Citizen Service (NCS). A once in a lifetime opportunity for young people across England and Wales aged 15-17.
- Potential for Growth. Skills and development for school pupils aged 5-19.
- Communitree. Employability skills and guidance for young people aged 15-25.

We are committed to equal opportunities and the safeguarding of young people. We expect all staff to share these commitments.

POST: Operations Manager

RESPONSIBLE TO: Head of Delivery

BASED AT: Welton House, Lincoln

RESTRICTED LEAVE: Restricted leave will apply during key periods.

This post may require an enhanced Disclosure and Barring Service (DBS) check.

MAIN PURPOSE OF JOB

- To develop clear and effective operational strategies to match all delivery contracts for the business.
- To ensure that all contracts are delivered effectively, on time and to budget.
- To manage staff in line with operational strategies to ensure a quality delivery model.
- To create and manage internal stakeholder relationships to ensure the successful operational management of all delivery contracts.

ROLE AND RESPONSIBILITIES

Operational

- Support the Head of Delivery in the management of a multi-million pound business.
- Strategically plan and manage the day-to-day operational aspects of delivery projects.
- Implement high quality project and operations management principles.
- Oversee the sourcing of goods, services, venues etc.

Targets and Reporting

- Monitor and manage KPIs to ensure that all projects operate within agreed quality frameworks, budgets, targets and timeframes.
- Report to the Head of Delivery via regular review meetings on agreed activity actions and outcomes.
- Create and implement reporting metrics to allow accurate performance monitoring.
- Produce high quality reports using relevant styles, for a variety of audiences.
- Use the company model for resource planning to ensure efficiency, effectiveness and budget control is maintained.
- Ensure project documentation is complete, current and appropriately stored.
- Manage and monitor budgetary spend on all programmes/projects.

Review and Improvement

- Establish an ongoing process of review against targets in order to develop standards, improve levels of service and increase efficiency.
- Conduct audits and quality checks.
- Encourage experience exchange and the sharing of best practice.
- Encourage and nurture innovation and creative thinking.
- Maximise effectiveness of resources to ensure value for money is delivered for all spend.
- Review and monitor processes to ensure efficient, effective and quality service.

Personnel Management

- Effectively fulfil line management responsibilities for direct and indirect reports across separate sites.
- Ensure the continued professional development of staff through effective coaching, mentoring, 1-1 meetings appraisals etc.
- Provide clear and consistent leadership in order to achieve business targets.

Other

- Promote and safeguard the welfare of children and young people.
- Represent the company in a professional manner at all times.
- Build and maintain excellent relationships with all stakeholders.
- Attend relevant training courses, workshops, meetings, and seminars as required.
- Increase personal effectiveness by maintaining a personal programme of CPD (continuous professional development).
- Any other duties, consistent with the main purpose of the job, as may be specified from time to time.

SKILLS AND REQUIREMENTS

Essential

- Professional and confident 'role model' approach to leadership.
- Ability to motivate and inspire teams and individuals.
- Proven record of effective employee coaching, development and performance management.
- Experience of setting, monitoring and embedding KPIs.
- Excellent interpersonal and communication skills.
- Self-motivated, with the ability to thrive under pressure and the drive to exceed KPIs.
- Accurate, methodical and analytical approach to tasks.
- Excellent attention to detail.
- Highly organised approach to planning and implementation of tasks.
- Proven ability to manage organisational change without compromising operational output.
- Ability to use initiative and make decisions to ensure that wider business objectives/targets are met.
- Degree calibre individual.
- Competent user of Microsoft Office.

Desirable

- Bachelor's degree (or higher) in Business/Project/Operations Management or similar.
- Prince 2 or equivalent qualification.
- Experience of Merlin (or equivalent) contract management principles.
- Previous experience of commercial operational systems.
- Experience of using Salesforce (or similar) CRM system.
- Good geographical knowledge of the East Midlands.
- Driving licence and use of a car.

CORE COMPETENCIES

- Builds personal effectiveness
- Effective teamwork
- Focuses on quality and customer service
- Driven by results
- Drives continual improvement
- Utilises resources efficiently

MANAGEMENT COMPETENCIES

- Develops team members
- Drives business success