

## Operations Manager

<b>Position:</b>	<b>Operations Manager</b>
<b>Reports to:</b>	<b>Director of Finance</b>
<b>Management responsibility:</b>	<b>Administration Assistant</b>
<b>Team:</b>	<b>Finance &amp; Operations</b>
<b>Location:</b>	<b>Hybrid (2 days a week in the office; travel will be at own expense)</b>
<b>Remuneration:</b>	<b>c.£48,000 to £52,000 per annum with 3% employee / 8% pension contribution and other benefits</b>
<b>Duration:</b>	<b>Permanent. Full time.</b>

### 1. Specific Duties and Responsibilities

#### Governance and Office Management

- Oversee arrangements and logistical support to the Board and Committees (including Grants Panel, Credit Panel, Audit and Risk Committee), including coordinating the annual meetings plan and arrangements.
- Producing draft minutes for the Board of Trustee meetings and the Audit and Risk Committee.
- Support the CEO and Chair with Trustee and Board management, including support to Trustee recruitment and wider logistical support.
- Develop and manage data recording and filing systems, including good practice for the shared drive.
- Ensure good office management, including oversight of relevant policies, including health and safety, fire (ensuring trained Fire Wardens and First Aiders are in place), security and equipment, liaising with the AHF's landlord, as necessary.
- Oversee that phone, email and other correspondence is dealt with efficiently.
- Oversee the premises maintenance register.

#### People and Culture

- Act as the key link point with AHF's external HR consultant, triaging employee queries and overseeing the updating and management of the Employee Handbook.
- Oversee the maintenance of good employee records.
- Support the SMT and managers with any employee performance issues.
- Support the SMT and wider team with recruitment, as and when required, and assist with the organisation of staff and trustee inductions.
- Ensure new starter / leaver processes are maintained and followed.
- Oversee the AHF's staff benefits, acting as the main contact for external providers.
- Oversee the management, maintenance, and delivery of an AHF wide training plan.
- Ensure the timely carrying out and filing of annual appraisals.
- Oversee the organisation of and arrangements for the team meetings and annual away day.
- Oversee employee surveys and implementing actions to develop employee culture.

#### Policies and Procedures

- With SMT, and where necessary utilising external input, oversee and coordinate the timely updating of company policies and procedures, including the AHF policy log.
- Keep abreast of legislative and regulatory changes (particularly legal, HR) that may affect the AHF.
- Alongside the SMT, develop new policies as appropriate.

- Maintain oversight of and policy updates to the AHF Employee Handbook.

#### **Data Protection**

- Review and maintain compliance policies, procedures, and standards related to UK GDPR and other data protection laws. Facilitate and arrange training as needed.
- Act as the Data Protection Officer (DPO) and be the main point of contact for the Information Commissioner's Office (ICO).
- Liaise with the AHF's retained data protection advisors and ensure timely responses to any data protection issues, ensuring all actions are completed.

#### **IT Management and Security**

- Act as the key liaison with the AHF's external IT support provider, database manager and provide triage of IT related matters. Be the key point of contact for IT security.
- Ensure the effective procurement, maintenance, and management of AHF's IT assets.
- Coordinate the training of the database 'Super User' group.
- Coordinate the AHF's policies and procedures in relation to IT assets, maintenance and management that ensures adherence to best practice.
- Plan, coordinate, and run an annual disaster recovery exercise.

#### **Other**

- Line manage the Administration Assistant.

## **2. Person Specification**

#### **Essential**

- Highly motivated and pro-active self-starter that can manage the operations of a growing charity.
- Experience of working within a senior administrative role in a small business, charity, or not-for-profit
- Experience of day-to-day HR, including file management, people practices and policy review and tailoring.
- Highly computer literate, experience of working with Excel, Word, PowerPoint, good typing skills.
- Excellent standard of written and spoken English.
- Responsibility and management of IT and third-party IT contractors
- 'Can do' ethos and practical approach.
- Data protection knowledge and experience
- Line management experience

#### **Desirable**

- Management training and/or qualification
- HR training and/or qualification
- Experience of working with external consultants
- Company secretarial experience
- Facilities/property management experience

We are a charity committed to being inclusive and giving everyone an equal chance to succeed – you can read more about our EDI commitments here <https://ahfund.org.uk/impact/commitments-edi/>  
Applications are welcome from all regardless of age, sex, gender identity, disability, marriage or civil



partnership, pregnancy and maternity, religion or belief, race, sexual orientation, transgender status or socio-economic background.