



## Include Me 2 Club SCIO (SC047911)

### JOB DESCRIPTION

<b>Post</b>	Operations Manager
<b>Type of Contract</b>	12 Months (Fixed Term for 12 months with the opportunity to extend)
<b>Hours</b>	Full-Time - 35hrs per week
<b>Location</b>	Various - Across our Facilities and Locations
<b>Reports to</b>	Head of Operations
<b>Responsible for</b>	Operational Team - Staff, Volunteers, and Trainee Placements
<b>Salary</b>	£25,116
<b>Pension</b>	Employer's contribution to NEST scheme, available after 3 months in post.
<b>Annual Leave</b>	20 days, alongside Bank Holiday Allowance across our Winter Shutdown
<b>Closing Date</b>	25.10.2023
<b>Other</b>	In possession of a driver's licence and access to a car

### WHY WORK AT INCLUDE ME 2 CLUB?

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Include Me 2 Club is a fast-paced, growing charity that ensures all children, young people and adults with additional support needs, disabilities or mental health conditions are equipped to thrive and empowered to contribute at every stage of their lives.

We work with various projects, partners and funders to ensure that our specialist services within the sector are strengthened and supported and that provision is member-led, evidence-informed and delivers high-quality outcomes.

We are looking for creative and energetic people to join our small, enthusiastic team who are at the forefront of actively promoting equality of opportunity for members.

Please find out more about our work at our website: [www.includeme2club.org.uk](http://www.includeme2club.org.uk)

Watch our Case Studies and reports: <https://www.youtube.com/channel/UCROdVlXoNeHStRYOb4l6qQA>

### GENERAL PRINCIPLES FOR INCLUDE ME 2 CLUB

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All Include Me 2 Club staff, volunteers and trainees are expected to work in line with our culture, brand, ethos, values and management principles, in particular by:

- Building and maintaining meaningful, supportive, mutually empowering relationships with and between colleagues, partners, members who are adults, young people and children.
- Creating and supporting a friendly and trusting working environment, working flexibly and supporting each other in times of high workload or when life gets complicated.
- Accepting personal responsibility for our work and being accountable for delivering results against those responsibilities.
- Recognising that we all have a role to play in all aspects of Include Me 2 Club's success, particularly in supporting fundraising, storytelling, and involving adults, young people and children in shaping the future of Include Me 2 Club.

## **PURPOSE OF THE JOB**

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As we continue to grow and expand the range of Include Me 2 Club SCIO's activities and services, the need for a specific range of support to the charity's back office capacity building and support is vital. As a charity that delivers critical services to people most excluded in their communities, our Operations Manager will ensure that the day-to-day operations of Include Me 2 Club SCIO are efficient and effective and that the charity runs smoothly. The Operations Manager will be expected to develop and harness a working environment which encourages teamwork, energy and creativity and builds upon the talents of our employees and volunteers.

Working within our senior management team, you will support the broader group of paid staff and a large team of volunteers, ensuring everyone is informed and engaged in the ever-evolving charity processes. Often being the first point of contact, the Operations Manager must possess excellent communication and organisational skills. The image of the organisation and its services relies heavily on the ability of the Operations Manager to act as the charity administrator to communicate effectively and sympathetically with a wide variety of people, including staff, volunteers, members and supporters.

The Operations Manager will manage the office function and develop the resources required to deliver the growing range of back-office support necessary for the charity to operate and run effectively.

- To provide professional, efficient and effective administrative support to Include Me 2 Club SCIO, ensuring efficient and effective running of the charity office and daily business.
- To be the initial point of contact for the charity, supporting the daily triage of emails, mail, website, phone calls and social media enquiries.
- To support the charity team of paid staff and volunteers in managing and administering its fundraising, administration, human resources and finance functions.
- To help coordinate fundraising activities in conjunction with the Fundraising Team

## **SKILLS REQUIRED**

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After significant and rapid growth, we are looking to build and grow our operational capacity to keep pace with the organisation's demands and referrals. IM2C continues to grow, develop, learn and create new systems, processes and foundations to keep expanding activities, services and events to meet the ever-growing demand.

Key Duties will include running the charity's operations daily and working alongside the senior management team to ensure our services run smoothly and effectively. You will have an overview and take the lead of the charity's functions and facilities. Leading on our functions:

- HR
- Health & Safety
- Finance
- Data Entry and I.T. Maintenance
- Facilities Management

The Operations Manager is a new role, part of our senior management team, with operational responsibility to oversee the day-to-day running of our facilities and core services. From Enquiries, Referrals, Membership, Marketing, Office Functions and ensuring our many systems from H.R., Health & Safety, Training, and CRM deliver the best outcomes to support our work.

- You will ensure there are processes and procedures to provide an effective operational office, with triaging calls, emails, and enquiries to the appropriate team and person.
- You will be the primary contact for Team Members to update our H.R. Systems, Holiday Requests, Leave and Training on Citation Atlas.

- You will take the lead on ensuring our Health and Safety Compliance via Citation Atlas, performing Weekly Checks, Daily Spot Checks, and Inspections of our Facilities. Ensuring maintenance reports are actioned effectively and timely.
- You will ensure our Finance Records are updated using our QuickBooks Accountancy Software to ensure all invoices are being sent and received, paid and recorded accurately against our income and funding streams, and our expenditure and creating reports for H.O.O, S.M.T. and Board.
- You will oversee our Membership CRM – Upshot, ensuring that our Membership is being recorded, tracked and evaluated periodically to ensure we maximise the tools, systems and data.
- You will liaise with our website development I.T. Support Agency to ensure smooth and effective I.T. Services and Communications are delivered for the organisation, team, and public.
- Lead the implementation of our business plan, operational plan, and fundraising strategy and review results quarterly to ensure the achievement of targets and outcomes.
- Monitor operational work plans and make the information about progress and challenges available to the broader organisation. Generate monthly and quarterly operational reports for the HOO and Board of Trustees.
- Oversee the quality assurance of operational programmes and work closely with the Programme Co-ordinators to ensure continuous improvement of service delivery and relationships.
- Oversee Include Me 2 Clubs Child Protection & Safeguarding procedures on a day-to-day basis.
- Lead on the updating and development of existing/new policies and procedures as agreed and ensure they are disseminated promptly to the entire team:
- Updating and development of administrative forms across IM2C in conjunction with the Programme Co-ordinators
- Oversee and develop systems concerning policy and procedure changes to ensure effective and efficient processes.
- Ensure maintenance of all H.R. records using the Citation Atlas Platform and in line with GPDR.
- Oversee all new team members' recruitment and induction process, ensuring that staff selection is fair and objective, meets the organisation's policy requirements, and attracts the best person for the post.
- Contribute to developing the organisation's Strategy and Business Plan, including fundraising, marketing, and communications plans, in conjunction with H.O.O and S.M.T. and communicate the final plan to all Team Members once it is agreed.

## **FINANCE & FUNDRAISING**

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- Working alongside the Fundraising Consultant and Team, research funding sources and make applications for funding from Trusts and foundations, ensuring that funding sources are relevant and ethical whilst responding to the needs and wants of our children, young people and those who care for them.
- Work with the HOO, Programme Co-ordinators and Team to plan and manage budgets annually.
- Oversee the operational budget control and spending (ensure expenditure is within forecasts).
- Support and champion IM2C fundraising campaigns, i.e. annual fundraising events programme

## **LINE MANAGEMENT**

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- Demonstrate strong leadership by ensuring that all Operational Team Members are aware of the direction of the Programme, as well as the targets, outputs, and outcomes agreed upon and lead by example to promote motivation across the Project at all times.
- Ensure effective management of all Programme Co-ordinators undertaking weekly/monthly programme manager meetings, quarterly operational team meetings, regular support and supervision, yearly appraisal, coaching and mentoring and personal development planning.
- Monitor staff performance and practice and take steps to implement the organisation's disciplinary procedures when and where required.
- Ensure all Programme Co-ordinators adhere to the organisation's policies and procedures, including Child Protection and Health and Safety policies, thus ensuring a safe environment for all participants, staff and volunteers.
- Managing staff training profiles and ensuring compliance.

## **PARTNERSHIP & COMMUNICATIONS**

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1. Lead local marketing and communications activity, including social media management, with the support of the wider team.
2. Represent the organisation positively and proactively by attending agreed Forums/Groups/Networks and other meetings as appropriate.
3. Develop and maintain effective working relationships with relevant organisations throughout Glasgow and Scotland to develop beneficial and generous partnerships for the Include Me 2 Club as appropriate and agreed by the H.O.O.
4. Attend and contribute to regular S.M.T. meetings and attend any board meetings upon request.

## **OTHER**

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1. Participate in appraisal and supervision, attend internal team meetings, including those of the Board and its Sub Groups, as requested and attend any training identified as relevant.
2. Ensure that confidentiality is always maintained, working within the organisation's policies.
3. The Operations Manager must maintain an up-to-date knowledge of all relevant standards, legislation, policies and good practice. They will be expected to undertake the appropriate training necessary to facilitate this.
4. Carry out any duties as may be reasonably requested by the HOO/Chairperson.

## **ADDITIONAL TRAINING PROVIDED**

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As well as general on-the-job training, the successful applicant will also be required to train for the following key roles and areas of responsibility:

- First Aid Officer
- Fire Warden

The successful applicant will be subject to a Disclosure Scotland – P.V.G. Scheme Membership.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Qualified to HNC/HND or equivalent level in a related area of Administration, Finance, or Business Management Qualification</li> </ul>	<ul style="list-style-type: none"> <li>e.g. SVQ3 in Administration, Business, Finance (or equivalent)</li> <li>At least three years experience of working in a similar organisation or setting</li> </ul>
<b>Knowledge or Experience</b>	<ul style="list-style-type: none"> <li>An understanding of the principles of charities, third sector, membership organisation</li> <li>High competence in Computing/I.T. skills and social media</li> <li>Ability to create, develop and manage processes and systems</li> <li>Knowledge and skill with the M.S. Office Packages</li> <li>Bookkeeping experience</li> <li>Excellent communication skills with children and adults</li> <li>Ability to work in partnership</li> <li>Good team worker and able to use own initiative</li> </ul>	<ul style="list-style-type: none"> <li>Strong experience working with a similar organisation or charity</li> <li>Have a driving licence</li> <li>Knowledge of local area</li> <li>Awareness of Child/Adult Protection guidelines</li> <li>Awareness of the needs of children, young people and adults with additional support needs, disabilities and mental health conditions</li> <li>Experience of working with a team of volunteers</li> </ul>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>Adaptable to varied workload</li> <li>Flexible approach to working hours</li> <li>Be a team player</li> <li>Be organised and efficient as well as flexible in their approach</li> <li>Be able to work within the ethos, values and approach of the organisation</li> <li>Be full of fun and sparkle</li> </ul>	