



Sue Lambert Trust

JOB DESCRIPTION

Job Title: Business Operations Manager

Responsible to: Chief Executive

Location: Norwich

Hours: 22.5 hours per week (open to flexible working arrangements)

Salary: £28,000 pro rata (based on 37.5 FTE)

Background Information

Sue Lambert Trust provides kind, safe, supportive help in Norfolk to those who have ever experienced sexual abuse including domestic abuse.

We provide free, specialist support that enables people to recover, heal and build resilience to face the future. Our support is organized around a three-phased trauma informed approach. Phase One Groundwork is designed to support clients with practical issues as well as providing stabilisation in preparation for counselling. Around 200 clients per year access this service. Phase Two Counselling is the core provision and is delivered by 70+ trained counsellor volunteers working with around 300 clients weekly. Phase Three aims to build resilience and includes interventions such as self-help groups.

We are funded by the Office of the Police and Crime Commissioners Office, Ministry of Justice, National Lottery and several local and national Trusts and Foundations.

With the launch of a new strategy to guide us through to 2026 it is an opportune time to be joining an organization that is ambitious in its support for its clients.

Job Title **Business Operations Manager**

Responsible to: **Chief Executive**

Job purpose: To advise the Senior Management Team on all operational issues and procedures.

To ensure the smooth day to day running of the organisation with responsibility for the provision of office support and suitable safe facilities.

To ensure that all operational systems support the organisation in being effective, efficient and client focussed.

To ensure that accurate, timely and comprehensive information is available to the CEO and the Board when necessary.

To advise the CEO on all strategic business operational decisions.

To ensure that appropriate policies and procedures are in place to safeguard the organisation, staff, volunteers and clients.

Main responsibilities:

Strategic

1. To support organisational development through strategic management of facilities, human resources and IT.
2. In collaboration with external HR Consultants support the CEO to deliver a clear and robust HR function where colleagues and volunteers feel valued and can work effectively.
3. To prepare Board Reports as required and directed by the CEO
4. To support the Board and CEO to identify organisational strategic risks and maintain a register including mitigating actions.
5. To ensure compliance with employment and equality legislation and accepted good practice.
6. To ensure compliance with all relevant laws related to charities and businesses including Data Protection, GDPR and Health and Safety.

Operational

1. Oversee operations of the admin and facilities team, setting goals and objectives and sharing management responsibility with the Finance Manager where applicable.
2. To lead on maintaining building and all office facilities to ensure the effective and smooth running of the office including compliance with legal frameworks and local policies.
3. To support the CEO in the management of HR functions – including recruitment, absence management, grievances and disciplinaries, and any other staff contractual issues.

Other

1. To work with the CEO to promote the organisation to partners, stakeholders and other agencies.

PERSON SPECIFICATION

Business Operations Manager

The person appointed to this post would normally be expected to meet the following criteria:

Qualifications:

1. Educated or demonstrable experience at a level commensurate with the role.

Experience:

1. Minimum 3 years' experience of working within the third sector or other service provider working with vulnerable people.
2. Experience of delivering excellent communication and relationship management
3. Experience of management withing a complex environment with demonstrable evidence of effective planning, managing and creative problem solving.
4. Experience of co-ordinating training programmes
5. Demonstrable experience of facilities management

Skills/knowledge required:

1. Able to lead and motivate staff and volunteers.
2. Business orientated and focused.
3. Knowledge of the third sector
4. Ability to strategically develop and manage technological solutions.
5. Sophisticated understanding of human resources management and employment law and applying these to an enabling working environment.
6. Good IT skills including Microsoft Office.

Competencies and personal attributes:

1. Dynamic/can do proactive approach.
2. Exceptional communication skills, both verbal and written, with proven ability to communicate with people at all levels and to motivate others.
3. Experience in working with other agencies to support partnership working and develop best practice.
4. Appropriately energized management/leadership style.

Other requirements:

1. Ability to work flexibly including some unsocial hours.
2. Full driving licence or ability to travel to alternative locations in the county (for which reasonable expenses will be paid)

To apply please submit a covering letter and your most recent CV to recruitment@suelamberttrust.org.

Deadline for applications is the 30th January 2022.