

PERSON SPECIFICATION



OPERATIONS MANAGER

[E] Essential criteria

[D] Desirable criteria

EXPERIENCE

- At least two years' experience working in a similar role [E]
- Financial management experience [E]
- Experience of managing and supporting staff in an environment of development and change [E]
- Experience in developing and implementing policies and procedures [E]
- Proven track record of reaching targets and successfully securing funding [D]
- Experience of research and writing detailed proposals to obtain funding from various sources including Trusts, Foundations, Institutions and Corporate Donors [D]
- Experience in partnership fundraising and/or relationship building [E]
- Practice in managing projects on your own from start to finish [E]
- Experience in collating impact and monitoring information for reports [D]
- Experience of working with children's or families support services [D]
- Understanding of GDPR and its impact on charities [D]

SKILLS/KNOWLEDGE

- Proven ability to build relationships: establish and maintain positive working relationships with others, both internally and externally to achieve the goals of the organisation [E]
- Experience of managing a broad operations function, preferably within the charitable sector [D]
- Knowledge of compliance with Companies House, Charity Commission and other regulatory requirements [D]
- Experience of managing contracts with suppliers, and funders in line with legal requirements [E]
- Ability to plan and organise a varied and busy workload, including handling conflicting priorities and meet deadlines [E]
- Exceptional written and verbal communication skills with the ability to write funding briefs, reports, corporate documents and presentations, proposals and correspondence [E]
- Clear understanding of the role of fundraising within the charity sector [E]
- Able to work independently and act on own initiative [E]
- Excellent IT skills, including social media [E]
- Organisational, planning, time-management and administrative skills [E]
- Full driver's license and own car with regular travel within the local geographical region (and occasionally further afield) [D]

PERSONAL QUALITIES

- Warm, friendly and approachable character [E]
- Ambitious, self-motivated and target driven [E]
- Enthusiastic, confident, positive and self-motivated [E]
- High degree of integrity, tact and brand spirit [E]
- Resilient and highly organised with an ability to work to deadlines and multi-task [E]

- Discreet and confidential [E]
- Tactful, tolerant, flexible attitude [E]
- Treat colleagues and beneficiaries with dignity and respect [E]
- An empathy with the needs of families of life-limited children and those bereaved of a child [E]
- Ability to work well under pressure and manage competing priorities effectively [E]
- Able to work outside of normal office hours as required, including evening and weekend work [E]