

Job description: Operations Manager, Railway Gardens

We are seeking an Operations Manager to oversee the day-to-day running of Railway Gardens, a community garden and hub in Splott.

We are committed to building a team that represents a variety of backgrounds, perspectives, and experiences. We welcome applicants from all backgrounds, and strongly encourage applications from members of communities under-represented in the environmental and community development sectors.

Position: Operations Manager

Organisation: Green Squirrel CIC (Company No: 9631141).

Responsible to: Directors of Green Squirrel CIC

Hours: Part time: 25 hours/week

Location: Railway Gardens, Splott, Cardiff, CF24 2BH, with occasional off-site working

Salary: £28,850 FTE, pro-rated to hours (based on full time 35 hour week) Pro-rated to 25/hours a week this is a salary of £18,980 before tax.

Contract: The initial duration of this role is 24 months with potential for the role to be extended, dependent on funding.

Holiday: 28 days plus public/bank holidays. Entitlements are pro-rata for part-time employees.

Probation period: 6 months

The closing date for applications is midday on February 18th

About Green Squirrel

We are Cardiff's bridge between community wellbeing and climate and nature action, making space for everyone to shape and share a greener future. Our vision is a Wales where people, communities, and nature thrive together.

Green Squirrel was founded in 2012 and became a Community Interest Company in 2015. Working with the communities of Splott and Adamsdown we've established a thriving community resilience hub and become a leading voice in Cardiff and South Wales for the power of communities to develop and sustain local climate and nature solutions.

We are a social enterprise, which means the profits we make are reinvested into creating social and environmental impact. We mostly work in Cardiff and are based at Railway Gardens, our community garden and hub in Splott, where we facilitate a programme of community activities as well as supporting local groups and people to develop and lead

their own activities. We also work with businesses and organisations to engage their audiences in sustainability topics.

You can find out more about our work at greensquirrel.co.uk, or find us on facebook and instagram @bemoresquirrel.

The key responsibilities of this role will be:

Site management:

- Oversee day-to-day site operations at Railway Gardens, ensuring the space is safe, well-maintained, and ready for the community to use;
- Coordinating volunteers and contractors to undertake maintenance, repair, and improvement jobs;
- Carrying out health and safety checks and writing and updating risk assessments;
- Ensuring site users adhere to policies and procedures, and carrying out policy reviews for policies relevant to Railway Gardens;
- Managing and purchasing supplies and equipment needed for Railway Gardens
- Ensuring all site users feel welcome and able to participate

Programme delivery:

- Helping to manage our internal and public calendar, and creating and managing listings and ticketing for public events.
- Monitoring and recording attendance and contributing to programme evaluation.
- Assisting with the running of larger events, supporting freelancers with their activities, and facilitating smaller events and activities.

Working with volunteers and community members:

- Day to day management and support of on-site volunteers, including creating a daily workplan and supervising tasks.
- Working with the Participation Manager to help recruit, coordinate, and communicate with volunteers through our volunteer management platform (Better Impact)
- Carrying out group and one-to-one inductions with new volunteers
- Supporting Community Members with their activities and their projects.
- Attending advisory group meetings and providing follow up notes two evenings a year.

Supporting income generation:

- Taking venue hire bookings

- Carrying out venue hire inductions and ensuring the site is ready for booked hires

Collaboration and personal development:

- Provide a brief weekly operations report and work closely with the Green Squirrel directors to ensure Railway Gardens is working well for all, achieving its aims, and working within budget;
- Attend team meetings and support the preparation of quarterly reports for the Board of Trustees
- Build and maintain positive relationships with stakeholders, funders, and partner organisations, promote Railway Gardens' mission and activities to the wider community.
- Contribute to collaborative team working through adherence to Green Squirrel's systems including shared calendars, task planning systems, purchasing and expenses frameworks;
- Undertake first aid and safeguarding, and any other relevant training identified.

Person specification

Essential criteria: the right person for this role must meet the following criteria.

- Experience in an operational or facilities management role;
- Confident with digital systems, booking software, and maintaining accurate records;
- Experience of managing a diverse staff or volunteer team;
- Hold a good knowledge of health and safety principles and how to apply them in a community setting;
- Excellent planning and organisational skills and able to manage their own time and workload;
- Enjoys and feels comfortable working with people and a clear, patient, and friendly communicator;
- Able to manage a varied workload, proactive at prioritising, problem solving and getting things done
- Be reliable, consistent, and self-motivated.

Desirable criteria: we will also consider the following when shortlisting for this role:

- Experience of working in under-served communities or supporting people with barriers to participation in community life;
- Welsh language skills
- Experience and knowledge of social enterprise and the voluntary / charitable sector

- Familiarity with some or all of the specific digital tools we use including TeamUp, Google Workspace, Slack, and Better Impact.
- An interest in gardening.

Technical Requirements

- Right to work in the UK
- Able to meet the physical requirements of the role
- Flexibility to work two Saturday half days each month, and occasional weekend days and evenings as needed.

Benefits

- Access to an Employee Assistance Programme
- Training opportunities
- A wellbeing and learning budget
- Additional paid leave for climate-friendly travel through the Sustainable Travel Leave scheme

How we expect this role to work:

- This role is for 25 hours/ week worked across a two week working pattern of three full days and one half day each week. This includes one half day (4 hours) on a Saturday each fortnight.
- Some flexibility is required for this role, including the ability to be on site for the start (9am) and end (5:30pm) of the working day if needed, and very occasional evening working, to accommodate venue hire and meetings.
- This role will be line managed by the Green Squirrel Directors with close working with the Participation Manager and project freelancers.

To apply:

- We welcome requests for any adjustments throughout the recruitment process and are open to suggestions on how we can support you in this process. Please contact Hannah Garcia on hannah@greensquirrel.co.uk to discuss any adjustments.
- To apply please send a CV and covering letter to hannah@greensquirrel.co.uk .
- Your covering letter must explain how you meet each item in the person specification for this role: please include examples of relevant experience. These can be from volunteering or lived experience as well as paid work.
- Please aim to keep your covering letter to two sides of A4

You are welcome to apply in English or Welsh.

The closing date for applications is midday on 18th February. We will aim to inform all applicants if they have been shortlisted by the end of the working day on **Friday 20th February.** Unfortunately we're unable to give feedback on applications at this stage.

Interviews will be held on **Wednesday 25th February** and will be held in person at Railway Gardens. If you are invited to interview you'll be asked to choose a time slot. At this stage we will send you the interview questions and details of a short, simple task that will form part of your interview. Interviews will be conducted in English. You will have the opportunity to let us know of any adjustments you need for the interview process.

We hope the successful candidate will be able to begin the role in the week beginning **30th March**, although there is some flexibility around this if needed.