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**JOB DESCRIPTION**

**Job Title:**  **Operations Manager**

**Salary:   £32,000 to £38,000**

**Reporting to:** Trustee board

**Hours:** 37.5 hours per week. Flexibility required due to the requirement for occasional weekend and evening working (with time off in lieu)

**Contract:** Permanent, subject to availability of funding

**Location:** Communigrow Field, Ditton, East Malling, Kent, ME20 6PE but with some travel across the region for meetings and attendance of events (mileage allowance paid)

**This role is subject to DBS and due diligence checks prior to appointment.**

**Background context**

Since its creation in 2014, Communigrow has established an excellent reputation as a safe and supportive environment for education, skills and personal development activities and opportunities. Based on a large 2.4 acre site and using horticulture, we creatively offer tailored interventions for a diversity of vulnerable and disadvantaged young people and adults. Several years of successful fundraising and progressive expansion have enabled us to invest in the appointment of new staff and the attraction of increasing numbers of volunteers. The appointment of an Operations Manager is intended to consolidate the development of the charity, strengthen operational day to day management, thereby allowing further growth and business development to be sustained in accordance with our strategic aims.

**Purpose of the role**

Responsible for the management of all day to day activities across the charity, providing strong leadership, practical management and excellent support and line management for our expanding teams of staff and volunteers. Leading the development of: new service and support initiatives; collaborative partnerships with other organisations; the evaluation and maintenance of consistently beneficial outcomes for an increasingly diverse service user group; and community engagement.

**Key Responsibilities**

* Reporting to Communigrow’s  Board of Trustees collectively and individually (as required), to be responsible for the management or supervision of the operations of the charity including partnership working, monitoring and evaluation, compliance, social enterprise, community engagement and the management of all resources necessary to sustain our services.
* Working closely with our Board of Trustees to define and deliver objectives within the organisation’s business plan, providing data and reports on a quarterly basis.
* Ensure effective team development through line management of staff and volunteers.
* Develop the services we offer by building on existing relationships with other organisations, actively seeking collaborative new partnerships to increase the diversity and numbers of beneficiaries.
* Develop Communigrow’s social enterprise activities, building on veg box sales, to create additional developmental opportunities for our service users and volunteers.
* Develop all income streams, spanning charitable activity service fees, social enterprise income and donations.
* Ensure the charity is compliant with current legislation including GDPR, health and safety, safeguarding.  Keep all policies under review and update as necessary.
* Maintain and develop robust systems and procedures for data gathering including monitoring of outputs and outcomes and ensure that it is timely and accurate. Record pathways of development for individuals and make data available to trustees and the fundraising team.  Support grant applications by providing relevant data.
* Manage the marketing and PR of Communigrow through our website, active use of social media platforms, by personally attending events and engaging with the media (press, TV and Radio).  Support the current digital activities such as newsletters and annual report.

* Take the lead in project managing  events such as Open Days and monitor visits and workshops to ensure capacity and sustainability of activities.
* Work with the staff team to assess requirements for equipment and consumables and monitor their expenditure.

**Person Specification**

**Essential**

* Proven experience of successful management of service delivery within a charity, social enterprise or small business

* Excellent leadership skills that empower and inspire others to achieve

* Staff and/or volunteer management

* Experience of collaborative working in the private, voluntary or statutory sectors

* Excellent business relationship management skills

* Project management experience

* Data gathering, presentation and reporting protocols and systems

* Development of new social enterprise initiatives

* Experience of working with vulnerable disadvantaged young people and adults

* An active interest in horticulture and its benefits for people and the environment

**Desirable**

* Management of education or skills development projects

* Management of income generation

* Experience of community development support projects

**Skills and attributes:**

* Creative, innovative and imaginative in achieving results, good written and oral communicator

* Excellent networking, collaboration and partnership development skills, an ambassador for Communigrow

* Committed to Communigrow’s ethos of using horticulture to inspire, educate, encourage and support those who are vulnerable and facing disadvantage

* Experience with Gmail, Google Drive, office and CRM applications

* Full clean driving licence and a car owner

We welcome applicants from all backgrounds, genders, abilities and ethnicities.

To apply send CV and letter of support to include your motivation for applying and how your skills and experience match the job specification to :secretary@communigrow.org.uk

Closing date: 29th October 2021