



Loaves N Fishes, Dudley

Loaves N Fishes are a Christian charity operating from The Black Country. We supply recycled furniture, household goods, clothes and support to those who need it. We have a food resource, furniture workshop and PAT testing area on site which supplies our on site shop, The Provision Emporium. In addition, we train volunteers in our various departments to become job ready, and work closely with other local organisations, charities and councils to provide this help and support. Loaves N Fishes has recently relocated to Dudley town centre and we are going through a time of rapid growth and expansion. Our new premises, known now as Provision House, is an iconic local building with an 80 year history. We now operate from this building to provide help to the people of the Black Country who have no recourse to other sources of help or support.

Summary of the Job and Person Specification

Working closely with the CEO, the Operations Director will be in charge of the day to day running of the charity. The Operations Director's will have input at all levels and it is therefore expected that you will fully support and be committed to the Christian ethos of Loaves N Fishes.

You will be a highly motivated leader, passionate about the charity's mission. As we are going through a time of rapid expansion, you will need to be determined, creative, strategic and patient. You will be excited about being part of an evolving organisation and be ready to find solutions to challenges. A degree of flexibility and maturity will be required in order to grow and develop the role as the demands and opportunities of the charity change.

We are looking for someone with proven operational, strategic planning and administrative skills. You will be a clear communicator and have the ability to manage multiple tasks and projects with some experience of building projects. Ideally, you would have experience of, or a good understanding of working within a charity or social setting.

You will contribute to the charities vision by fostering the Christian ethos of Loaves N Fishes, both explicitly and implicitly.

Loaves N Fishes, Dudley.

Operations Director Job Description

Job Title:	Operations Director
Location:	Provision House, Dudley
Reports to:	CEO & Trustees
Working Hours:	37.5 hours per week, Monday – Friday (job share considered)
Annual Leave:	35 days including bank holidays (Pro rata if job share)
Salary:	£25,000- £30,000 pa (Pro rata if job share) dependent on experience
Closing date:	Tuesday 16th April at midday.

Key Duties

Human Resources:

To manage and develop our human resources and to that end you will:

- Oversee and lead all staff on a daily basis, ensuring that all operations of the charity are functioning to maximum efficiency
- Implement the staff handbook, including disciplinary procedures
- Support the CEO with the recruitment of staff.
- With the CEO, ensure job descriptions, contracts, maintenance of employment law standards, annual reviews & appraisals are in place, up to date and followed.
- Work closely with the CEO to ensure up to date internal information is communicated through staff meetings and other events.
- Attend and participate in staff meetings.

Office, warehouse & shop

- Be in overall charge of the day to day running of the departments by having a sound understanding of every role and responsibility
- Making sure procedures are 'fit for purpose' and innovating fresh solutions to ongoing challenges.
- IT: overseeing the management of the office phone and IT systems and managing the external network support to ensure reliable IT provision to all staff. Oversight of the charity Data Management system ensuring that we remain GDPR compliant.
- Ensuring that targets are in place for customer service ambitions

Premises

- Oversee the smooth running and management of the Loaves N Fishes building (Provision House).
- Oversee all contracts related to the daily operations of the charity.
- Ensure the building is fit for everyday daily operations.
- Ensure Loaves N Fishes meets all the necessary standards for a public building.
- Work towards Loaves N Fishes reducing waste by recycling etc.
- Provide regular updates to the CEO and the Trustees about the building and building projects.
- Plan and book in advance spaces for hire.
- Be a key holder

Finance:

- Alongside the Loaves N Fishes CEO & Trustees, assist with the setting the annual budget in line with our vision and objectives.
- Work within the objective of Loaves N Fishes becoming financially self-sustainable through our developing growth strategy.

Policies

Responsible for ensuring implementation of the procedures and policies in regard to statutory and charity requirements. Along with the CEO and Volunteer Manager you will:

- Ensure our Safeguarding policy for vulnerable adults, young people is in place and followed.
- Ensure all volunteer young people workers are reference-checked, Disclosure Barring Service (DBS)-checked and trained in child protection, in accordance with our Safeguarding policy.
- Make sure that Health and Safety procedures are up to date and followed.
- Carry out and review risk assessments for all events.

General Duties

To undertake any other duties that may reasonably be required of this post holder, as directed by the CEO.

Closing date: Tuesday 16th April at midday.

For an informal discussion or to request an application form, please email

MarkPrice@loavesnfishes.co.uk

Person Specification

	Essential	Desirable
Qualifications, training and professional development	Excellent communication skills – written and verbal	A recognised, professional qualification in Management and Administration.
		Degree level education or equivalent
Skills and Experience	Proven track-record of working effectively in a similar role in Christian/Charity or secular context.	
	Proven track-record of operational and strategic leadership, planning and execution.	
		Experience of working with contractors and overseeing building projects.
	Experience of managing finances, budget planning and oversight.	
	Providing regular line management to others.	Experience of recruiting staff and all HR procedures.
	Proven track-record of ensuring implementation of statutory and procedures and policies.	
Personal qualities	Highly motivated, able to take initiative, to plan and carry out work.	
	Resilient, able to handle with competence, a varied workload and the ability prioritise.	
	Well-developed inter-personal skills with the ability to establish rapport with a diverse range of people and ages.	
	Experience of leading and developing teams.	
	A commitment to strategic development, teamwork, planning, coordination and communication.	
	A creative approach to problem solving.	
	Proven leadership skills	

	Good IT skills and the ability to organise your work and working environment.	
	Supporting and promoting the Christian ethos of Loaves N Fishes, both explicitly and implicitly	
Other	Satisfactory outcome of a DBS enhanced disclosure.	

- This post is exempt from the Rehabilitation of Offenders Acts 1974 and is subject to an enhanced Disclosure and Barring Service (DBS) check prior to an offer of employment being made.

Loaves N Fishes
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 0121 285 3970
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