



OPERATIONS MANAGER

Salary: up to £24,000 FTE

Hours: flexible, 20 hours per week

Position: permanent

Citizens Advice Havant has a track record of delivering really great advice services to the local community from locations across the Borough of Havant, in South East Hampshire. We sort out problems together, for good, by providing free, independent, confidential and impartial advice and also through using the experience of our clients to bring about positive change through research and campaigns.

We are shortly to move into newly refurbished 3,300 square foot offices in the Meridian Shopping Centre, right in the heart of the town and close to public transport links. This is perfectly timed to help us meet the expected rise in demand from the local community as the Government's lockdown road map progresses through the year.

Citizens Advice Havant is an equal opportunities employer and encourages applications from all applicants who meet the person specification irrespective of sex, gender reassignment, marriage or civil partnership status, pregnancy and maternity, sexual orientation, race, religion or belief, age, or disability.

As part of our forthcoming move into new offices we are restructuring our already high performing and dedicated team of 15 staff and 50+ volunteers to make us as effective as possible and take us to the next level. We are therefore seeking an **Operations Manager** to look after our premises, manage our offices, processes and ICT.

See www.citizensadvicehavant.org.uk for further details including an application form for return to recruit@cahavant.org.uk

Closing date is on **3 May 2021** and interviews are scheduled for **10/11 May 2021**

You will join the management team and support the Service Manager and CEO, having overall management responsibility for the operational and administration functions across the service. You will take lead responsibility for managing premises leading on ICT and compliance with GDPR and Health & Safety regulations.

To be successful in this role you will need:

- Experience of office and facilities management
- Experience of managing office premises, including ensuring they are well-maintained, secure and safe
- Experience of staff management, team working and training coordination
- Experience of office systems including Microsoft Windows, Office and Google applications
- Experience of the development and management of ICT and the ability to develop systems to improve office efficiency
- A commitment and understanding to the organisation's aims and principles and equal opportunities policies

OPERATIONS MANAGER JOB DESCRIPTION

Role	Operations Manager
Employer	Citizens Advice Havant
Status	Permanent contract
Salary Scale	Up to £24,000 FTE depending on experience, further progression possible
Hours	Flexible, 20 hours per week
Location	Based at 57 The Meridian Centre, Havant, but flexible working/appointments at other sites anticipated
Reporting to	Service Manager

Background to and purpose of post

To co-ordinate the office, administration and training functions across the service to ensure effective support to deliver a high quality and efficient service

To have principal responsibility for all premises and associated contract management

To be the health and safety 'competent person' for the service, to assist in undertaking the measures required to comply with the requirements and prohibitions imposed by the relevant statutory provisions

To have principal responsibility for the management and development of information technology within the Service including leading on the development and implementation of the Citizens Advice Havant ICT strategy

Main duties and responsibilities

Administration

To manage and develop office, administration and training systems to ensure the smooth running of the service

To have overall responsibility for the maintenance and updating of all information systems

To ensure promotional material and service information are kept up-to-date and effectively displayed and circulated

To work with external agencies on office, student or other placements

Information Communication Technology

To have responsibility for the management and development of information technology, including managing networks, identifying problems and trouble-shooting

To ensure that the service ICT strategy is regularly reviewed and updated, and that actions arising from the strategy are carried out

To provide ICT support and advice to staff and volunteers

To keep up-to-date with developments in information technology and to provide advice to ensure the Service is aware of the most appropriate and cost effective equipment, systems and software

To lead on the development of the service website and any web based initiatives such as appointment booking systems, ensuring training and support on systems are provided for staff and volunteers as appropriate

Premises and health and safety

To ensure that agreed systems for the maintenance and security of the premises, including the health and safety policy and procedures, are implemented

To be the health and safety 'competent person' for the service, to assist in undertaking the measures required to comply with the requirements and prohibitions imposed by the relevant statutory provisions.

To oversee any repairs and renovations to the premises

To ensure premises are well maintained and regularly cleaned

To keep up-to-date on health and safety legislation and on changes and additions affecting policies and procedures

General

To uphold and promote the Aims and Principles of the Citizens Advice Service

To work within Citizens Advice Havant's policies and procedures

To be available to work outside normal office hours on occasion as required and notified in advance

To undertake any other duties that are compatible with the functions of the post

OPERATIONS MANAGER PERSON SPECIFICATION

Please note that all points within this list must be fully addressed when completing your application form. You may not be shortlisted if you do not demonstrate how you meet the requirements for each point. You should go through the person specification point by point and show on your application form how you have the particular experience, knowledge or ability asked for, giving examples.

ESSENTIAL REQUIREMENTS

1. Experience of office and facilities management
2. Experience of managing office premises, including ensuring they are well-maintained, secure and safe
3. Experience of office systems including Microsoft Windows, Office and Google applications
4. Experience of the development and management of ICT and the ability to develop systems to improve office efficiency

5. To have knowledge and understanding of implementing GDPR regulatory requirements
6. Understanding of health and safety legislation and ability to ensure measures are undertaken to comply with statutory provisions
7. To have excellent interpersonal skills, with the ability to communicate effectively to a wide variety of groups and individuals
8. Ability to work pro-actively taking responsibility for your own workload and the workload of others within a fast-moving environment
9. Understand, empathise, and be committed to Citizens Advice aims, principles and equal opportunities policies
10. Willingness to work outside normal hours as required

Operations manager role reviewed April 2021