



**Job Title:**                    **Operating Manager**

**Responsible to:**        **Chief Executive Officer**

**Location:**                **Dandelion Time, West Farleigh**

Dandelion Time is a charity for school age children with emotional or behavioural difficulties and their families. Based in rural village but close to areas of considerable deprivation, the charity has a strong ethos of working in harmony with the natural environment and provides a programme of outdoor craft activities, gardening and cooking for participating families.

The Operating Manager will support the Chief Executive by undertaking and managing the operational functions of the charity and managing the infrastructure to support future development plans. They will be responsible for ensuring resources are managed effectively and procedures comply with relevant legislation and regulation. Dandelion Time operates a flat management structure, this role is one of five comprising the management team and currently has no employed direct reports outside the fundraising team. We expect the appointee to be able to develop their role in the charity as it grows.

## **Duties and Responsibilities**

### **Management Team**

- Participation as a member of the management team implementing the Strategic Plan and day to day operation of the charity
- To contribute to the management of the charity including its employees, services and external relationships
- Clerk to Strategic Premises Group

### **Policies and Procedures**

- Development, updating and review of policies in accordance with current legislation and best practice in all areas of the organisation.
- Monitoring of implementation of procedures relating to policies
- Responsibility for implementation of Policies which fall outside direct responsibility of other staff, currently: Environmental Policy; Whistleblowing Policy; Complaints Policy
- Development of Staff Handbook of Procedures (with HR administration)
- Liaison with HR administration to ensure all employees have appropriate training
- Provision of related documentation to support contracts, grant applications and statutory obligations
- Archive management

### **Health and Safety and Risk Management**

- Health and Safety Officer
- Compliance with Health and Safety legislation and regulation

- Health and Safety Policy and Implementation
- Maintenance of Risk Registers and associated mitigating actions
- Incident Reporting
- Administration of insurance

#### Premises

- Creation, updating and management of schedules of property and land maintenance tasks making the premises and land safe and fit for purpose
- Coordination of routine and urgent property maintenance including training of volunteers and management of premises contractors and volunteers
- Locating and securing new or additional satellite premises when required
- Management of Biomass Boiler and RHI communication

#### Information Technology

- Development and Maintenance of IT systems
- Confidentiality and Data Protection policy and implementation
- Oversight of Dandelion Time Fundraising contact database ETapestry and therapeutic database Lamplight to ensure they meet the needs of the organisation and comply with legislation regarding data collection
- Maintenance of Communications systems

#### Fundraising

- Line management of Fundraising staff responsible with the fundraising and PR lead (a volunteer role) for the wellbeing, appraisal and overview of the fundraising team
- Risk management of fundraising and PR events
- Compliance with Data Protection and Code of Fundraising practice guidance and legislation

These are the normal duties which would be required from you, however, it is necessary for all staff to be flexible in a small organisation, and all employees may be required from time to time to perform other duties which are required for the efficient running of Dandelion Time

#### Person Specification

Requirements	Essential	Desirable
Previous operational management experience within a charity, community or SME	*	
Experience in facilities management	*	
Excellent IT skills	*	
Excellent organisational skills	*	
Understanding of Health and Safety Legislation	*	
Experience of risk management	*	
Clean driving licence and clear DBS	*	
Ability to work both independently and as part of a team, to be proactive, self motivated and determined	*	

Experience of Database Systems		*
Desire to develop new roles within the charity		*

### Employment Details

- Responsibility:** See Job Description
- Job Title:** Operating Manager
- Hours of work:** Five days per week  
The position may involve some unsocial hours, for which time off in lieu will be given.
- Based at:** West Farleigh
- Salary:** £29,000 to £33,000 depending on breadth of experience.
- Probationary Period:** 3 months
- Notice Period:** Three calendar months on either side, after a satisfactory probationary period. During probation, notice will be two weeks either side.
- Pension Scheme:** Membership of the pension scheme will be available through auto-enrolment. Following the probationary period, Dandelion will make a matched contribution of up to 5%
- Holiday Details:** 20 days holiday in the first year rising to 30 days holiday in year 5 per annum plus bank and public holidays (pro rata). Holidays must be planned in advance and agreed with line manager
- Expenses:** All approved out of pocket expenses incurred in undertaking official business will be met.
- Training:** Training will be provided where needed.