***Job Description***

***Job title:*** Operations Manager, Bristol Women’s Voice

***Based at:*** home working with the potential to move to being office-based in the second quarter of 2021

***Hours:*** 22.5 hours per week. The pattern of working will be flexible with agreement with the Director. Some weekend and evening working will be required

***Holiday:*** 20 days (pro rata) plus bank holidays (pro rata)

***Pay:*** £25, 000 pro rata

0.6 x £25,000= £15,000

***Length of Contract:*** This is a 12-month fixed term appointment in the first instance, with the potential for extension

***Probationary period:*** There will be a six-month probationary period

***Reports to:*** Director

***Responsible for:*** Direct line management for the volunteers and interns

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| **Job purpose:**   * Provide effective day to day management for operational aspects of Bristol Women’s Voice * To be responsible for recruiting, coordinating and supporting volunteers and interns and carrying out line management of specific paid roles as required and agreed with the Director * To produce monitoring and operational reports, including budget reports where required, ensuring the Director has sufficient information to discharge her responsibilities * To support fundraising, including drafting and writing bids * To ensure the application of organisational policies so BWV is compliant with legislation and organisational needs are met * To oversee ICT and systems, including the website and social media accounts |
| **Key Responsibilities**   1. **1. General management**     1. Provide leadership and carry out management of activities (such as resourcing, day to day advice and support) to volunteers to enable projects to meet objectives.    2. To be responsible for operational management of the organisation, including administration, health and safety and legal and regulatory compliance.    3. To engage women from across the city to actively participate in, and support the work of BWV - in particular from underrepresented groups, including women experiencing social or economic vulnerability.    4. Oversee the effective use and maintenance of ICT systems, including the website, email systems and social media accounts.    5. To develop effective processes for daily management, ensuring these are simple, effective and well understood.    6. To manage information, creating effective electronic files and ensuring that information is handled in compliance with GDPR regulations. 2. **Volunteer and people management**    1. Recruit volunteers from across the city, including from a variety of backgrounds and underrepresented groups    2. Develop and monitor appropriate work, training and development plans for volunteers and interns, in collaboration with appropriate staff, volunteers and the Director, so they have clear objectives and opportunities for development    3. Provide support and line management (where appropriate) to ensure policies and procedures are followed and volunteers and staff (where relevant) have sufficient support to thrive in their role    4. Explore opportunities for interns and a range of volunteering models, and liaising with Universities or other partners    5. Liaise with employers and external agencies and promote the volunteer service and aims of the charity    6. Facilitate effective communication between staff and volunteers to ensure smooth running of projects.    7. Develop and maintain positive working relationships with other relevant professionals/organisations. 3. **Fundraising and reporting**    1. Identify and support opportunities for BWV to bid for further small funds    2. Support the Director to generate funding for the charity, including generating income from merchandise and supporting writing funding bids.    3. Support the Director in producing reports on BWV’s activities as required, including for the Board, Annual Accounts and AGM and for funding bodies. 4. **Policy**     1. Ensure that appropriate policies are in place and adhered to, safeguarding the charity and ensuring legal compliance.    2. Keep informed of potential and planned policy changes, and ensure that local policies are kept up to date in collaboration with the Director 5. **Other**    1. Ensure the smooth running of the office such as monitoring the health, safety and security of the workplace.    2. Undertake relevant training and development activities as required    3. Carry out any other work or duties that are reasonably requested. |

***Person Specification***

*Experience can be demonstrated from employment or volunteering*

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| **Essential Skills and Experience**   * Experience of managing volunteers and staff * Experience of working within and of developing policies and processes, keeping up to date with legislation and ensuring that processes are clear and simple to follow to ensure operations run smoothly * Experience of writing reports for a variety of audiences   **Knowledge**   * Understanding of issues affecting different women and girls in Bristol and nationally * Understanding of anti-oppressive practice and what that means in practice * Understanding of funding within the charity sector and of reporting to funders     **Skills**   * Excellent organisational skills and initiative. * Ability to work independently with minimal direction. * Ability to engage and develop others and have challenging conversations where necessary. * Strong verbal and written communication skills and the ability to present information to a wide variety of audiences.   Other   * A clear commitment to feminism and the values, aims and objectives of Bristol Women’s Voice. |