



Job Description

Job:	Operations Manager
Salary:	£30,000 pro rata
Contract:	3 years (until 11/04/2024)
Hours:	18.5 hours per week
Location:	Flexible, but must be able to hold face to face meetings in Southampton as needed
Funded by:	The National Lottery Community Fund
Reporting to:	Directors
Managing:	Staff, volunteers, projects and fundraising
Job Summary:	To manage and develop the work of the Community Interest Company in accordance with the Articles of Association and the agreed Business Plan in line with our grant from The National Lottery Community Fund. To ensure the safe, happy working and development of staff and volunteers and to oversee budgeting and reporting.
Closing Date:	Tuesday 6 th April 5pm
Interview Date:	Between Monday 12 th and Friday 23 rd April

About Touch Network CIC

Our vision

Our vision is to enable storytelling events to take place in every neighbourhood across our city, to bring people together both in person and through an online community, sharing stories, creating connection and inspiring hope.

We want to empower our community to articulate their own story. Take ownership of it. See the positives and recognise their courage. Together, we want to create memories. Our storytelling events are sociable, guests are encouraged to believe in themselves and given the confidence to deal with tomorrow and the next day, and whatever life throws at them.

What we do

We share and celebrate everyday stories of resilience. By doing so, we prevent struggles with mental wellbeing beginning, or getting worse.

Through providing a platform to share and hear meaningful real-life stories using online and face to face events and tools, we cheer each other on and learn from one another. We use these stories to enable positive change in our communities and the NHS and social care environment.

The difference we make

We are a community brought together by stories, this in turn supports mental wellbeing and prevents mental ill health beginning or getting worse. We bring neighbourhoods together through sharing stories which builds on community cohesion and all the benefits that come with this. We improve services and experiences within NHS and Social Care by enabling practitioners to truly listen to the experience of those using their services, in turn helping practitioners to know what matters and build services around this.

Purpose of role

The purpose of this role is to lead and improve the day-to-day operational delivery of Touch Network and the outworking of its 3 year business plan. The Operational Manager will enable Touch Network to become increasingly efficient and sustainable, leading to having a greater positive impact within our community.

Responsibilities

The principal responsibilities are:

- To provide leadership and direction to all elements of Touch Networks operational delivery, ensuring that strategy is translated into operational policy, and that everyone working with us understands our vision, ethos and approach
- To make improvements, small and large, to the way we do things at Touch, whilst still aligning with our overarching approach and ethos
- To provide the team with good support and supervision, as well as implementing any relevant HR policies
- To review all of our policies and work together with our team and outside agencies, to approve, develop or improve them
- To liaise with outsourced services, including those who measure our impact, look after our website and deliver marketing on behalf of Touch Network
- To develop strategies, in partnership with the founding Director, to encourage new or increased funding in line with our ethos and in line with the operational improvements being implemented
- To be responsible for reviewing management accounts, budgets, expenses, and other financial data
- To attend community events, networking events and meetings to share about our network and invite others to join in, so our network continues to be diverse and inclusive
- To keep abreast of policy and funding developments across our sector in order that our work continues to be well informed and addressing a need
- To encourage and support those who want to, raise funds for our network
- To be creative in the way we promote and share our work
- To support and encourage fundraising volunteers
- To offer genuine thanks to those who support us, in a way that is right for them
- To work as part of team, helping, listening and encouraging one another to achieve our aims
- Evening and/or weekend work will be required



Person Specification – Operations Manager

Personal Qualities	Essential	Desirable
Able to build rapport and be understanding, supportive and encouraging of others	✓	
Understanding of and commitment to equality and diversity	✓	
Enthusiasm and a positive attitude and a self-starter	✓	
A positive approach to raising funds that fit with our ethos	✓	

Experience	Essential	Desirable
Experience of being a strategic thinker, being able to shape and improve the way we do things		✓
Experience of developing good relationships with a wide range of stakeholders	✓	
Experience of being involved in a growing and developing a start up		✓
Experience of making improvements to a business that have led to greater impact	✓	
Experience of supporting, encouraging, supervising and managing colleagues		✓
Experience of supporting the development of a brand	✓	
Experience of working with income and expenditure budgets	✓	
Experience of working on multiple elements of a business at once	✓	
Relevant fundraising/marketing or business development qualification		✓
Experience of working with and keeping to a project plan	✓	
Experience of working with other professionals outside of the immediate work team e.g. graphic designer	✓	
Experience of working with others and supporting them to meet their deadlines	✓	

Abilities, Skills and Knowledge	Essential	Desirable
Qualification in project management, Mental Health or community development (other relevant qualifications will be considered)	✓	

Ability to be directive when needed, supportive when not, and with the experience to know which is needed when	✓	
Able to communicate clearly and influence people positively either 1-2-1 or in a group	✓	
Good organisational skills	✓	
Able to plan and schedule own workload	✓	
Able to work in a team (both to be supported and supportive)	✓	
Ability to communicate accurately, effectively and technically e.g. spelling grammar etc.	✓	
Knowledge of MS Office applications	✓	

General	Essential	Desirable
Ability to contribute to the overall functioning of Touch Network	✓	
Ability to work at evenings and weekends when needed	✓	
Commitment to the principles of equal opportunities and applying them effectively	✓	
Good IT skills	✓	
Ability to work flexibly	✓	
Good time keeping	✓	
Ability to get to central Southampton for face-to-face meetings and events (socially distanced where appropriate)	✓	