

JOB DESCRIPTION

Job Title: Operations Manager

Accountable to: Chief Executive and Charity Manager (CE&CM)

Accountable for: Service leads and support staff

Job Purpose

This is a hands-on management role, the purpose of which is to work with the staff to ensure that the Volunteer Action (VA) services are fully operational and delivering customer service excellence.

To provide support with the Finance and Data analysis.

To co-ordinate and develop the volunteering programme to meet the demands of the services provided by VA to meet the Charity's aims.

To support the development and management of all external communications, marketing and fundraising activities.

To work closely with the CE&CM and deputise as and when required.

Key Responsibilities

Operations

- a) Day to day supervision of office staff and volunteers, ensuring the office is manned optimally to meet the changing demands of the service including providing cover for holidays etc
- b) 1-1 management of office staff and volunteers, including development reviews, the identification of training needs and the development and delivering of training as required
- c) Support the leads to ensure that day to day activities are executed professionally and economically, ensuring all administrative functions are completed effectively and in a timely fashion, stepping in to assist where necessary
- d) Ensure all mandatory documentation is completed, accurate records kept and databases used appropriately, up to date and within GDPR guidelines
- e) Identify and introduce continuous improvements to working procedures
- f) Work with the team to ensure a co-ordinated message and optimise growth of all the Charity's services.
- g) Encourage use of our other services when communicating with members.
- h) Attend or arrange events to promote the volunteering programme in the local communities (These meetings may be out of office hours)

Volunteers

- a) Actively source new volunteers, ensuring volunteering opportunities are available in line with VA's aims and objectives
- b) Ensure all information and application packs are up to date and accessible

- c) Support the recruitment and training of all volunteers, actively maintain good relationships, monitor performance, obtain feedback and ensure appropriate recognition
- d) Ensure compliance with Disclosure and Barring Service regulations, GDPR, Equality and Diversity policies

Finance & Data

- a) Bookkeeping duties, reconciliations, purchase & sales ledger.
- b) Management accounts for the Trustee Board.
- c) Monthly data analysis to support the CE&CM with funding bids/project work.
- d) Support the CE&CM in the preparation of evaluation documents and impact reports

Deputising for the Chief Executive and Charity Manager

- a) Work with, and send information to, other organisations who work with our client group on an ongoing planned basis, ensuring that the referral pathways are open and accessible
- b) Represent VA at relevant meetings, including developing partnership working with organisations that have a common purpose or work with the client group
- c) Understand the funding mechanisms and support the CE&CM in bids and fundraising events
- d) Monitor and identify gaps in service and seek ways to bridge the gaps, supporting the CE&CM and Trustees in developing new opportunities in line with the organisation's strategic aims.
- e) Undertake any other tasks and duties that may reasonably be required in relation to the service

Edit: March 2026