

Deputy Manager (Operations Lead)

- **Job Description and Person Specification**
21 hours/week £29,592 FTE Pro Rata (£16,571 actual)
Reports to: Charity Manager
 - **Line manages:** Reception, Bookings & Office Coordinator, Cleaner, Volunteer Buildings Maintenance Person
 - **Works closely with:** Deputy Manager (Learning, Skills & Fundraising), Finance Worker, Senior Leadership Team (SLT)
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Job Description – Summary

The **Deputy Manager (Operations Lead)** is a key part of the **Senior Leadership Team (SLT)**, responsible for the **day-to-day operations of St John's Centre**, ensuring it is a **safe, welcoming, and well-maintained space**. This role involves **buildings management, team coordination, policy implementation, and financial sustainability** through efficient space use and income generation.

The Deputy Manager (Operations Lead) works closely with the **Deputy Manager (Learning, Skills & Fundraising)** to align **building usage with funding needs**, and supports the **Charity Manager** with governance, compliance, and strategic development. This role also deputises for the Charity Manager when required, ensuring operational continuity.

Key Responsibilities

1. Buildings & Facilities Management

- Ensure **St John's Centre is safe, clean, well-maintained, and welcoming**.
- Ensure compliance with **health & safety, fire regulations, and other legal requirements**, with support from the staff team.
- Oversee **building maintenance**, liaise with contractors, and ensure timely repairs.
- Stay up to date with **current regulations** related to building safety and maintenance.
- Manage space usage to **balance community needs and income generation** while maintaining the Centre's values and mission.
- Provide **backup keyholding duties** when needed (e.g., opening/closing the building).

2. Staffing & Personnel

- **Line manage:**
 - Reception, Bookings & Office Coordinator
 - Cleaner
 - Volunteer Buildings Maintenance Person

- Conduct **appraisals, training, and performance management** to ensure staff fulfil their roles effectively.

3. Internal Systems & Policies

- **Develop, implement, and maintain operational policies** to ensure efficiency, compliance, and staff well-being.
- Ensure **internal communication systems** (team meetings, emails, WhatsApp, etc.) run smoothly.
- Ensure all policies are **regularly reviewed, up to date, and actively implemented**.
- Support the Charity Manager in **safeguarding and compliance monitoring**.

4. Financial Sustainability & Income Generation

- Work with the **Charity Manager and Finance Worker** to **monitor income from room hires and operational costs**.
- Ensure **effective booking systems** to maximise hiring income while prioritising community needs.
- Collaborate with the **Deputy Manager (Learning, Skills & Fundraising)** to ensure **building use aligns with financial and community goals**.
- Support the production of **financial reports related to operational costs and income**.

5. Strategy, Partnerships & Governance

- Support the **Charity Manager in external partnerships**, particularly those linked to **building maintenance, community use, and financial sustainability**.
- Attend and contribute to **Board meetings**, providing updates on **operational performance and income generation**.
- Deputise for the **Charity Manager** when required, ensuring operational continuity.

Collaboration & Oversight

Works Closely With:

- **Charity Manager:** Supports strategic planning, governance, and compliance.
- **Deputy Manager (Learning, Skills & Fundraising):** Ensures room bookings, operational plans, and funding strategies align.
- **Finance Worker:** Monitors operational costs, financial controls, and income generation from space hire.

Deputy Responsibilities:

- In the **absence of the Charity Manager**, the Deputy Managers **work together** to ensure continuity of leadership.

- The **Deputy Manager (Operations Lead)** takes primary responsibility for **building operations, policies, and team coordination**.
 - The **Deputy Manager (Learning, Skills & Fundraising)** focuses on **external relationships, funding, and programme continuity**.
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Person Specification

Essential:

- ✓ Experience in a **leadership or operational management** role (minimum 2 years).
- ✓ Experience **managing staff** and working within a team.
- ✓ Strong understanding of **building management, health & safety, and compliance**.
- ✓ Experience in **income generation**, particularly through **space hire or operational efficiencies**.
- ✓ Excellent **communication skills** – able to build **trusting relationships at all levels**.
- ✓ Excellent **IT skills**, including the full **MS Office suite**. & Willingness to expand knowledge.
- ✓ Strong **problem-solving skills**, with the ability to manage **multiple priorities in a busy community setting**.
- ✓ Ability to **work independently and collaboratively** as part of a team.
- ✓ Flexible, adaptable, and able to respond to the **changing needs of a dynamic community environment**.
- ✓ Passionate about St John's Centre's **mission and values**.

Desirable:

- Experience in **managing a community building or charity operations**.
- Experience in **partnership working within a charitable or community setting**.
- Familiarity with **financial systems** (QuickBooks, Xero) and/or CRM tools.