

Job Description – Operations Manager

The Forces in Mind Trust (FiMT) was established in 2011 with a £35 million endowment from the Big Lottery Fund to spend over a 20-year period on providing UK-wide support and advocacy for ex-Service personnel and their families to make a successful transition back to civilian life. The Trust awards grants and commissions research to generate an evidence base to influence and underpin policy makers and service deliverers.

Job Details

Job Title:	FiMT Operations Manager
Location:	Victoria, London
Status:	Full time 37.5 hrs generally Monday - Friday 0900 - 1700
Salary:	£37,000 - £39,000 per annum
Benefits:	Group pension plan, interest-free season ticket loan, individual training budget, death in service insurance, health screening, access to a cycle-to-work scheme
Holiday:	30 working days plus Public/Bank holidays
Reporting to:	Chief Executive

Overall Purpose

Reporting to the Chief Executive (CE), the Operations Manager (OM) is a member of the Senior Management Team (SMT) with responsibility for ensuring the delivery of effective and efficient operations of the Trust and all associated supporting functions.

Role overview

The role of the OM is to: ensure the delivery of effective and efficient operations of the Trust and all associated supporting functions, in conjunction with other members of the Executive Team (the Trust's permanent staff), as well as the Financial Controller and other outsourced service providers. The OM line manages the Executive Assistant and acts on behalf of the CE when required.

Role responsibilities

- Coordinate the activities of the Senior Management and Executive Teams as directed by the CE
- Governance
 - Ensure all regulatory requirements and best practice for Charity and Company Governance are met, including Board Director induction, training and record keeping (such as standing register of interests) and ensure Company Secretary discharges duties correctly.
 - Maintain the Board and supporter skills and experience matrix.

- Maintain Core Documents including Risk Register, Trust Deed, Articles of Association, Regulations, Financial Management Handbook and the Style Guide.
- Resource management
 - Act as top-level Budget Manager and implement financial and procurement processes in consultation with Financial Controller.
 - Ensure investment records are properly maintained and reports received.
 - Ensure banking records are properly maintained and authorization process followed.
 - Ensure correct amounts are deducted for salary sacrifices and loans and are paid to appropriate agencies.
 - Ensure throughout the year that all financial and other documentation are maintained in accordance with pre-Audit checklist requirements, and assist in preparation for annual Audit.
- Knowledge management
 - Ensure legal and effective information management across all systems and processes, including governance, development and operation of CRM system in conjunction with Grants Officer.
 - Ensure effective internal communications and maintain and develop the Trust's website in conjunction with the Communications Officer (CO).
- Office management
 - Act as security (physical and cyber), health and wellbeing, fire, and health and safety at work officer and in this role ensure all people, procedures and processes remain current, legal and effective.
 - Provide advice to the Executive Assistant (EA) on all matters relating to the Trust's tenancy and all related infrastructure and equipment maintenance and procurement.
- Human resources
 - Provide advice to the CE on all human resource matters.
 - Act as primary contact with outsourced providers for pensions, human resources, health and safety at work and other staff benefits.
 - Maintain personnel Terms of Reference, Job Specifications, and Employment Contracts and the salary table.
- Board/CE secretarial support
 - Together with CE, provide all necessary support to Board members, Patron and Protector in conduct of their individual Trust work as required.
 - Support the CE in his role as Secretary to the Governance, and the Finance and Investment Committees.
 - Represent the CE on the Cobseo Executive Committee when required.
- Communications and Influence operations
 - Lead or support external influence operations as agreed with Head of Policy.
 - Coordinate or support the delivery of internal or external events in conjunction with other members of the Executive Team as agreed with Head of Policy.

General responsibilities as a member of the Executive Team

- Contribute to the development and execution of FiMT's Strategy and the Grants and Commissioning Plan.
- Operate within the annual budget according to the financial plan and produce the required reports to inform the management accounts.
- Provide advice, support and guidance to the Board and Committees.
- Conduct specific activities outwith the Operations team area as directed by the Chief Executive.

Occasional travel, site visits and overnight stays within the UK may be necessary.

Skills and Knowledge

[Guidance to applicants: when completing your application, you must demonstrate, fully but concisely, how you meet the criteria listed below:]

- Essential:
 - Experience in a charity management and governance role.
 - Experience in leading on managing security, risk, finance and operational planning.
 - Able to work without supervision, and to work under pressure to meet right deadlines.
 - An organized approach to work, with a high level of accuracy and attention to detail.
 - Able to manage a diverse workload, including prioritising tasks, and delivering work to agreed deadlines.
 - Excellent ability to take the initiative.
 - Excellent communication skills, both verbal and written, together with a courteous, flexible and helpful manner with people at all levels.
 - Strong IT skills, with a working knowledge of Microsoft Office (Word, Excel, Outlook, and PowerPoint).
 - Able to produce numerically accurate work.
 - Excellent inter-personal skills.
 - A good team member, able to work with multiple members of the Executive Team if required.
 - Willing and capable learner.
- Desirable:
 - An understanding of the issues involved in grant making.
 - Experience of minute taking.
 - Experience of using Microsoft Dynamics CRM and Xero accountancy systems.
 - Experience of SORP 2015, and Charity and Company regulations and reporting.
 - A respect for the UK Armed Forces and an appreciation of their particular characteristics.
 - An understanding of and empathy with the work of the Service Charities.

Personal Attributes

- Integrity
- Intellect

- Leadership
- Determination
- Flexibility
- Sound work ethic
- Cultural and inter-personal awareness and sensitivity

To apply, please email a CV (no more than 2 sides of A4) and a covering letter for the attention of Ray Lock to ea@fim-trust.org

The deadline for applications is 29th September 2017. Interviews will be held on 12th October in Central London.