



JOB SUMMARY AND PERSON SPECIFICATION

Job Title: Operations Manager

Reports to: Chief Operations Officer

Line Manages: Charity Coordinator.

Based at: MMHQ Wantage – OX12 9TF

Job Purpose	<p>The Operation Manger is responsible for the day-to-day operations of the charity, including activities and events, site management and logistics, ensuring efficient practises in accordance with policies, regulations and guidance at an operational level and in accordance with the direction and guidance provided by the Chief Operations Officer.</p> <p>The post is the main point of contact for all Mission Motorsport volunteers. Working closely with the Charity Co-ordinator who supports the delivery of events and activities for the charity, the Operations Manager plans, supports and oversees the delivery of events and activities, including staffing and logistical requirements.</p>
Main Responsibilities	<ul style="list-style-type: none"> • Leads the planning and delivery of Mission Motorsport events • Maintains an uptodate forecast of events and activities. • Line manages and supports the Charity Coordinator to support beneficiaries • Acts as the charity’s main point of contact for all volunteers, including the planning and allocation of support, capacity and roles. • Is responsible for management and maintenance of the Workshop site, including administration, H&S, and maintenance and repair. • The role is 40 hours per week, based routinely at the Workshop, with meetings and events across the UK as necessary. Occasional evening and weekend work will be routinely necessary to meet operational needs, with associated TOIL provided. • Fulfil any other duties as reasonably required by the COO.
Essential Knowledge, Skills & Experience	<ul style="list-style-type: none"> • Motivated self-starter with a commitment to operational output. • Able to manage an integrated team dedicated to achieving successful outcomes for beneficiaries • Able to manage competing priorities. • Proven and experienced management and leadership skills, leading diverse teams (including staff, volunteers, and beneficiaries). • Confident communicator with excellent standard of both written and verbal English. • Strong organisational and administrative skills with excellent attention to detail

	<ul style="list-style-type: none"> • Proficient in MS Office • A strong knowledge and understanding of H&S regulations in the workplace
Desirable Knowledge, Skills & Experience	<ul style="list-style-type: none"> • A knowledge of Risk Assessments • A knowledge of GDPR • An interest in motorsport. • Previous experience in the charity sector • Previous experience in or working with the Armed Forces community • Previous experience of working in and leading small teams
Key Competencies & Behaviours	<ul style="list-style-type: none"> • Well organised, analytical and ability to engage with a wide range of stakeholders. • Demonstrates the ability to build rapport quickly and to understand needs, wants and expectations. • Displays a positive, empathetic, patient, polite and friendly manner. • Manage challenging situations in a calm and appropriate manner. • Ability to work well under pressure and to very tight deadlines/ timelines. • Displays the highest levels of integrity, discretion, and confidentiality • Responds quickly to changing demands. • Demonstrates strong skills in prioritisation and time management • Works within a range of environments and working cultures, adapting personal style accordingly. • Prepared to travel and attend weekend events away from home at various locations throughout the UK and overseas. • Self-motivated and pro-active as part of a team and individually, with a commitment to maintaining continued professional development.
T&Cs	<ul style="list-style-type: none"> • Full time contract • Based at MM Workshop near Wantage but able to deploy UK wide to support events • Circa £34 - £39K FTE p.a. depending on experience and qualifications • Workplace Pension Scheme

NOTE: This JD is provided as guidance for the role of Operations Manager but may change depending on the needs and requirements of the charity and the skills and experience of the individual fulfilling the role.