

(A) Job description

1. Job Title

Operations and Human Resources Manager (32 hours per week)

2. Responsible to

The Chief Executive Officer

3. Purpose of position

To support the CEO in the management of the charity's day-to-day operations.

4. Duties and responsibilities

General – The Ops and HR Manager is a key member of the small Head Office team and will play a significant part in delivering the objectives set by the Board of Trustees.

- 4.1. To assist the CEO in implementing the operational strategy as agreed by the Board of Trustees.

Human Resources – The charity's primary output is delivered by its staff of (approx. 35) Pastoral Workers (PW's) and associated volunteers. The management, morale and administration of this team is the most important function for the Ops & HR Manager.

- 4.2. To assist the CEO in conveying the agreed vision and strategy to staff, and to motivate them in the practical delivery of their output.
- 4.3. To manage administrative links between Head Office and salaried staff and volunteers.
- 4.4. To liaise with the Chaplaincy Team Leaders in order to support effective line management of the Pastoral Workers and Volunteers.
- 4.5. To manage the recruitment process for new staff and volunteers.
- 4.6. To oversee and maintain the Terms of Reference for all staff.
- 4.7. To act as Designated Safeguarding Officer for the charity.
- 4.8. To oversee the induction, mandatory and continuation training for staff.
- 4.9. To manage the annual personnel appraisal process.
- 4.10. To manage the resolution of people (HR) issues.

Administrative – Within the small Head Office team the Ops & HR Manager will take the lead for all administrative (but not financial) issues.

- 4.11. To ensure all policies and processes are appropriate and up to date.
- 4.12. To oversee office processes, systems and IT (through liaison with IT provider)
- 4.13. In partnership with the Communications Officer manage the content and presentation of the Staff Portal
- 4.14. To assist the CEO in planning the annual staff conference, and to manage the event.

4.15. To assist the CEO in organising three Trustees' meetings per annum and to act as secretary at the meetings (including production of minutes).

(B) Person specification

1. Profile

Personal

- 1.1. A committed Christian who subscribes wholly to Aggie Weston's Articles of Faith.
- 1.2. A professionally minded individual with a high level of experience in a relevant environment.
- 1.3. Possessing a servant attitude to their role, and discerning in their exercise of authority.
- 1.4. A high EQ and excels in relationship building.

Professional

- 1.5. Probably, but not necessarily, possessing a CIPD qualification at Level 3/5 or a degree with an element of HR Management.
- 1.6. Preferably a proven record of achievement in maintaining an effective, harmonious staff team and ideally has relevant experience in HR management.
- 1.7. Is skilled in planning and managing change and general administration.
- 1.8. Is skilled in report writing and in all forms of communication.
- 1.9. Has well-developed computer literacy.
- 1.10. Ability to maintain a clear overall view whilst applying attention to detail.

2. Location and resources

- 2.1. Portsmouth office based. Some home working may be authorised.
- 2.2. Driver preferred.
- 2.3. Able to attend other locations in the UK as required in discharge of their duties. Probably expected to be away from home for 5-6 nights per year.

December 2020