

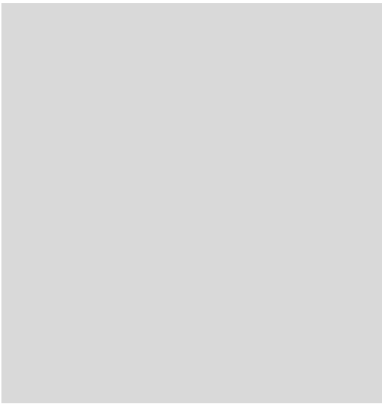
# Job Description

## Services & Operations Manager

Updated: 01/01/23



<b>Job title:</b>	Services & Operations Manager
<b>Division:</b>	Management
<b>Role Grade:</b>	Grade 3 (£30,000 Pro Rata)
<b>Working Arrangements:</b>	Part-time 0.8 FTE Temporary Contract (12 Months) Based in Dundee
<b>Main purpose of role:</b>	To direct, oversee and provide leadership to the organisation, delivering the strategy and leading on operations, organisational development, service development, external relations, partnerships, compliance, finance and supporting the Trustee Board.
<b>Key tasks:</b>	<ol style="list-style-type: none"><li>1. To act as the key driver of the strategy, and developing/delivering operational plans.</li><li>2. Facilitate the development of new services and policies in partnership with Staff, Volunteers, Trustees and our Young People.</li><li>3. To act as the 'face' of the organisation, developing partnerships and media work.</li><li>4. Support Staff, Placements and Volunteers, providing strong leadership, guidance and coaching.</li><li>5. Ensuring Feeling Strong's compliance with the relevant legislation and regulations.</li><li>6. Embedding a culture of continuous improvement, quality assurance, measurement and evaluation.</li><li>7. Identifying and mitigating high-level risks and keeping the Trustee Board apprised.</li></ol>



- 8. Maintaining oversight of Feeling Strong's assets and finances, reporting to the Board.
- 9. Ensure robust Safeguarding procedures.
- 10. Lead on training, development, recruitment and other HR processes.
- 11. Undergo any training as required by the role/requested by the Trustee Board.
- 12. Carry out any other tasks related to the smooth running of Feeling Strong.

**Key results/objectives:**

- 1. Ensuring the growth and sustainability of Feeling Strong.
- 2. Operationalising the strategic plan and keeping the board apprised of progress against agreed targets.
- 3. Embedding a proactive and positive culture of empathy, leadership and inclusivity.

**Responsible for:**

The operations, services, finances and staff of Feeling Strong.

**Reporting to:**

Chief Executive

**Employee**

**Feeling Strong**

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