



Leeds Involving People

PROJECTS AND OPERATIONS MANAGER JOB DESCRIPTION

Job Title:	Projects and Operations Manager
Based:	Leeds Involving People Offices, Leeds 7
Salary:	£27,052 - £29,236 (Pro Rata) + 7% Pension (subject to qualifying period)
Salary Scale:	NJC SCP 32 – 35
Hours Of Work:	28-35 Hours Per Week (to be negotiated with successful postholder)
Annual Leave:	25 Days Per Annum, Plus 14 Days Public Holidays (Pro Rata)
Employer:	Board of Directors, Leeds Involving People
Responsible to:	Chief Executive Officer
Responsible For:	Involvement Officers x 3 Project and Finance Administrator Freelance Contractors (as and when required)

MAIN PURPOSE OF POST

To be responsible for the day-to-day running of the organisation and its financial resources. To coordinate project delivery and staff resources relating to contracts and service level agreements according to strict deadlines and within budget. To lead, motivate and line manage the staff team in relation to project delivery. To support the development of strategic plans and relationships and to deputise for the Chief Executive Officer when necessary.

MAIN DUTIES AND RESPONSIBILITIES

Operational and Systems Management

- To oversee the management of operations and administrative duties, communicating policies, procedures and systems to the team, ensuring individual responsibilities are clear.
- To oversee the development and implementation of operational plans, ensuring these are aligned to LIP's values and the strategic goals outlined in business and marketing plans.
- To report to the CEO, Board of Directors and associated sub-groups on the progress of operational plans and delivery to meet deadlines, giving presentations when necessary.
- To manage staff resources and, in conjunction with the CEO and Board of Directors, determine and assess the need for additional staff and/or freelance contractors to support operational and project delivery, making the appropriate recruitments where necessary.
- To oversee the human resources and personnel functions of the organisation, ensuring contracts are in place for staff and freelance contractors.
- To oversee the management of office environment, ensuring systems are implemented to maintain a safe working environment in accordance with LIP's Health and Safety Policy.
- To oversee the management of service contracts and ICT systems ensuring these are maintained effectively by the Project and Finance Administrator.
- To oversee the management of office supplies by the Project and Finance Administrator.

Finance and Budget Management

- To manage the preparation of budgets, monitor cashflow, and provide financial reports to the CEO, Board of Directors, and funders/commissioners when required.
- To oversee project expenditure, ensuring budgets and authorisations are adhered to and determining financial allocations of payments/income in line with funding allocations.
- To oversee the management of financial procedures and systems, ensuring payments and invoices are generated on time, and associated paperwork and bank statements are processed/reconciled quickly to ensure LIP's accounting system is kept up to date.
- To oversee the preparation of the annual financial audit by LIP's appointed accountant.
- To oversee the processing of monthly payroll and the management of the petty cash system by the Project and Finance Administrator.

Project Management and Reporting

- To define project scope, goals and deliverables that support the values, goals and strategy of LIP in collaboration with the CEO, Board of Directors and stakeholders.
- To develop project plans, schedule project timelines, define milestones and project success criteria, disseminating them to the team and stakeholders throughout project life cycles.
- To estimate the resources and participants needed to achieve project goals, coordinating the efforts of team members and freelance contractors in order to deliver projects to plan.
- To develop project reporting systems and effectively communicate expectations and reporting mechanisms to team members and stakeholders in a timely and clear fashion.
- To undertake project risk assessments and proactively managing changes in project scope, identifying potential challenges and devising contingency plans.
- To oversee electronic and hard copy management information systems and databases, ensuring team members adhere to reporting and information processing procedures.
- To oversee the development and delivery of reports (statistical and narrative) as requested by the CEO, Board of Directors or funders/commissioners to meet specific deadlines.
- To oversee ongoing and final evaluation of project activity, creating recommendation reports in order to identify successful and unsuccessful project elements.
- To maintain regular contact with funders/commissioners, ensuring that frequent meetings are set up to discuss delivery expectations and progress against targets.

Staff Management

- To set and continually manage organisational and project expectations with team members, ensuring they have clear objectives and deliverables relating to their roles.
- To line manage and undertake supervision with staff members, ensuring their areas of work are aligned to LIP's values and the strategic goals outlined in business and marketing plans.
- To coach, mentor, motivate and supervise members of the staff team and contractors, influencing them to take positive action and accountability for their assigned work.
- To delegate tasks and responsibilities to appropriate members of staff.
- To oversee the management of internal communications, establishing a rota of strategic and operational team meetings, and determining the frequency of status reports from the staff team, analysing results and troubleshooting problem areas in conjunction with the CEO.
- To identify and resolve issues and conflicts within the staff team.

Marketing and Communications

- To oversee the implementation of marketing and communication plans, giving guidance to team members in the organisation of events, and ensuring news articles and promotional materials are distributed regularly through LIP's website, social networking sites and by post.
- To ensure staff, members and the Board of Directors adhere to brand guidelines so there is a consistent approach to raising LIP's profile both strategically and within the community.

Business Development

- To work with the CEO, staff team and Board of Directors to build, develop and grow relationships with commissioners, stakeholders, organisations and partners that are vital to the success of the organisation and its projects, liaising with them regularly.
- To supporting the development of project ideas, project proposals and fundraising bids.
- To attend meetings and events that support the development of LIP's strategic and operational objectives, giving presentations when necessary.
- To deputise for the Chief Executive Officer when necessary.

Other Duties:

- To have a commitment to LIP's ethos, policies and procedures, which includes using a social model of disability and community development approach to its work.
- To contribute to LIP's commitment to ensuring high standards of delivery and the continuous quality improvement of its work.
- To work flexible hours when necessary as required by the demands of the post.
- To travel as required by the demands of the post.
- To undergo training, attend conferences and events as necessary.
- To undertake other work related to the objectives of Leeds Involving People, in line with the grade of the post, which may be required from time to time.

PROJECTS AND OPERATIONS MANAGER PERSON SPECIFICATION	E = Essential D = Desirable
Skills, Knowledge and Abilities	
Ability to manage, lead and motivate a small staff team.	E
Ability to develop action plans with clear objectives against agreed priorities of projects.	E
Ability to manage projects, monitor progress, providing reports relating to their objectives.	E
Ability to use management information systems and databases, utilising them to review progress against targets and developing complex reports.	E
Ability to manage complex budgets and financial resources.	E
Ability to analyse information and make decisions within a fast moving environment.	E
Ability to communicate at various levels (written/verbally) tailoring style as necessary.	E
Strong interpersonal skills, with team work approach, and ability to develop relationships.	E
Good presentation skills with ability to enthuse / motivate others.	E
Ability to manage own time (and team) effectively, maintaining appropriate records.	E
Strong ICT skills with a good working knowledge of various IT software packages.	E
Working knowledge of commissioning structures and contracting requirements.	E
Awareness of the current and changing priorities in the Health and Social Care Sectors.	E
Awareness of involvement and the Duty to Involve legislation.	E
Awareness of the responsibilities of a charitable/not for profit organisation.	E
Understanding of quality standards such as Customer First and Investors in People.	D
Understanding of training delivery, learner cycle and accrediting learning programmes.	D
Awareness of techniques that create positive marketing of Third Sector organisations.	D
Experience	
Minimum of 2-3 years experience of management and developing operational plans.	E
Minimum of 2-3 years experience of financial management and developing budgets.	E
Minimum of 2-3 years experience of project management and developing projects plans.	E
Experience of developing monitoring and reporting systems.	E
Experience of using Microsoft Excel for managing budgets and financial resources.	E
Experience of using QuickBooks financial accounting package.	D
Experience of working with funders / commissioners to develop complex projects that meet their information and reporting requirements.	E
Experience of working on projects that contribute towards community empowerment.	D
Experience of working with diverse communities.	D
Experience of staff management and supervision.	E
Experience of contributing to strategic business plans and marketing strategies.	E
Experience of contributing to the development of funding bids and proposals.	E
Experience of working in health or social care environment	D
Experience of working for a membership organisation.	D
Experience of utilising digital and social media for marketing and promotion.	D
Experience of events management.	D
Qualifications and Training	
Related qualification or training.	D
Other Additional Factors	
Ability to work flexibly to meet the requirements of the organisation.	E
Prepared to deal with challenging individuals and situations with readiness to show compassion to the difficult situations of others, adopting a non-judgmental approach.	E
Personal commitment to valuing diversity and promoting equality.	E
Commitment to health and safety and continuous quality improvement.	E
Enthusiastic approach and demonstrable commitment to using technology.	E
Empathy with LIP's aims and values.	E

DEADLINE DATE FOR APPLICATIONS: Friday 17th February 2012 (9am)
INTERVIEWS WILL BE HELD ON: Friday 24th February 2012