



JOB DESCRIPTION

Job Title:	Operations Manager
Location:	Daniel's Den Office, 956 Harrow Road, Sudbury, Middlesex, HA0 2QA
Responsible to:	Chief Executive Officer

Daniel's Den

Daniel's Den was launched in November 1996 as a locally based Parent and Toddler group in the London Borough of Brent, in North West London.

Joanna Gordon worked in Brent as a primary school teacher, and after having her first child, was acutely aware of the lack of local and locally run facilities to meet the needs of new parents. Joanna founded Daniel's Den in 1996 to address this need and remains at the helm as CEO. Daniel's Den has grown into a well-respected and vital resource in local communities in Brent and beyond; providing a welcoming, safe, and nurturing environment for pre-school children, parents and carers. Daniel's Den has a small staff team, but the delivery of its core services continues to be provided by a team of committed volunteers.

Daniel's Den is seeking to recruit an Operations Manager to help develop the systems and procedures needed to support the growth plans which have been identified following successful fundraising. This is a great opportunity to join an organisation with a strong base in the local community and which is well-respected nationally.

Purpose and Objectives:

Reporting to the CEO, the Operations Manager will be responsible for overseeing the day-to-day operations of the organisation, ensuring that these are carried out in accordance with agreed policies, processes, and internal systems.

Main Responsibilities:

1. Human Resources

- 1.1 Ensuring the organisation is appropriately staffed and skilled to achieve its strategic goals.
- 1.2 Working with the CEO to ensure the organisation attracts and retains outstanding members of staff and volunteers.
- 1.3 Leading on developing effective processes for recruiting, onboarding, professional development, performance management including probation, appraisals and training of staff.
- 1.4 Overseeing the development and administration of the organisation's HR strategies and policies.
- 1.5 Line management of the administration team, including the Fundraiser.
- 1.6 Liaise with the payroll providers to ensure that the monthly payroll and pension is administered in a timely manner and is accurate, ensuring compliance with statutory payroll and pension requirements.

2. Organisational Policies and Compliance

- 2.1 Overseeing the development and maintenance of DD's internal governance documents and procedures inline with UK charity and company legislation.
- 2.2 Ensuring that all staff are fully aware of and comply with policies and procedures to ensure the safe custody of DD assets, safeguarding, anti-bribery and risk management.

3. Financial Management

- 3.1 Bookkeeping and the input of financial data into the DD financial database, Finance Coordinator, and the production of management accounts monthly.
- 3.2 Preparation and monitoring of organisational budgets and cash flow forecasts and reporting on these to the Board.
- 3.3 Assisting with the annual organisational audit and project-specific audits and coordinating/incorporating any required changes.
- 3.4 Ensuring value for money and maximising financial efficiency in the internal functioning of the organisation.
- 3.5 Overseeing the management of cash held on behalf of the organisation assisting with regular cash reconciliations and overseeing cash banking arrangements.
- 3.6 Preparation of financial information for funding bids and the financial reporting for successful bids.
- 3.7 Act as the secretary to the Finance & Risk Sub-Committee.

4. Service Delivery

- 4.1 Overseeing existing partnerships with session hosts and ensuring that they are correctly resourced.
- 4.2 Setting up new partnerships with session hosts undertaking relevant due diligence and ensuring adequate staffing is in place.

5. Monitoring and Evaluation

- 5.1 Implementing and maintaining a comprehensive monitoring and evaluation framework to enable continuous improvement of the DD offer and reporting to grant bodies and sponsors.
- 5.2 Contributing to data genesis, synthesis and analysis to inform service delivery.

6. General Operations

- 6.1 In liaison with the CEO develop annual operational plans and a longer-term strategic plan to support the implementation of agreed targets and reporting on these to internal and external stakeholders.
- 6.2 Ensuring there are adequate internal communications systems to enable staff to carry out their roles effectively.
- 6.3 Assisting with the coordination of office meetings and organisational away days.
- 6.4 Liaising with the Chair and the CEO to ensure that regular Board meetings are held, agendas set, and outcomes implemented, providing secretarial support for these meetings.

7. General

- 7.1 Participate in any training and development activities to maintain own development or to enhance competence within job role.
- 7.2 Be an ambassador for Daniel's Den, promoting the vision, aims and objectives of charity with all external contacts.
- 7.3 Be and active member of the team supporting other colleagues, volunteers and trustees as required.
- 7.4 Any other responsibilities as determined from time-to-time by the CEO.