



## **Job Description: Operations Manager**

Oak Tree Animals' Charity is a registered charity with origins going back some 110 years to the National Equine and Smaller Animals Defence league. We are a local charity serving Greater Cumbria and Southern Scotland with a locus in and around Carlisle. We offer rehoming and community animal welfare and education services within our region, funded entirely by donations from our supporters, tearoom and Charity Shops.

### **Purpose of post.**

The post holder will be responsible for the implementation of strategic policy initiatives and the realisation of OTAC's core values through the effective utilisation of effective and efficient management of the Charity's resources.

The role will manage the operational activity of the Charity's Trading Arm Activity, volunteering across the Charity, monitoring systems and processes within the Charity, and assist with policy making, advocacy and the development of the Charities operations alongside the General Manager and the Trustees and our dedicated work-force and volunteers.

The post holder will act, in the absence of the General Manager as the accountable manager with regards to local decision making and expenditure subject to agreed financial levels. The post holder will have direct line-management accountability for the following areas;

- Volunteering
- Customer Journey
- Charity Shops and Retail
- Tearoom

They will have a development brief working alongside the Equine, Community and Small Animal Teams and will undertake specific project work in these areas as agreed with the General Manager.

In exercising management over these areas the post holder will consult, where appropriate, with the General Manager on matters of process, performance and direction. They will consult with the Finance and HR functions on all matters related to performance, financial and HR legal compliance and budget management.

In exercising management control the post holder will have prime responsibility for the achievement by individual sections of their elements of the Charity's strategic objectives and will be required to prepared detailed status reports for presentation to the Trustees via the General Manager. Where performance objectives are not being achieved, either collectively or individually they will be responsible for devising, communicating and implementing timely interventions and improvement plans.

### **Main Duties**

#### **Strategy**

- The post holder will be expected to propose and to shape aspects of corporate strategy as well as for their areas of specific control. All strategies must be linked to core values and vision.

- The post holder must ensure that strategic and annual planning processes are in place and are robust in structure, able to withstand financial challenge and in accordance with OTAC's financial policies and procedures.

### **Operations Management**

- The post holder must ensure that the operations of OTAC are effectively and efficiently coordinated within the structure approved by the Trustees.
- The post holder will attend such planning meetings and external meetings as required by the General Manager.
- The post holder will work alongside the General Manager to research widely and establish Policies and Procedures for OTAC to ensure good practice in animal welfare, operations and legislative compliance within our environment.
- The post holder will be responsible for ensuring thorough consultation with specialist support workers for compliance with legislation and regulatory bodies.
- The post holder will investigate commercial opportunities with the appropriate employees.
- The post holder will lead the Charity's commercial arm. This will include the preparation and delivery of commercial goals for Charity Shops, agreeing profit margins and sales strategy with the individual departmental managers.
- Identify and develop corporate relationships alongside the Fundraising Manager and General Manager.
- Ensuring all functions comply with OTAC's Policies and procedures and ethical position.

### **Staff Management and Leadership**

- The post holder will ensure that employees are developed and trained according to their needs following annual performance review. They will be supported in this by the HR Department.
- The post holder will promote a learning and development culture within the Charity.
- The post holder will promote OTAC's equality policies.

### **Employee Specification**

#### **Essential.**

- Evidence of a commitment to continuous professional development
- An understanding of and interest in animal welfare
- Experience of financial management including budget preparation and management. IT literate with an ability to manage emerging IT processes
- The ability to build motivate and manage effective teams
- The ability to work flexibly and lead innovation
- Teamworker, able to inspire and lead as a consequence of personal precept and example
- Able to understand the impact of emerging legislation on the charity
- Strong communication skills with a systematic approach to working and the ability to problem solve effectively

#### **Desirable**

- Experience working within the charity environment, preferably within the animal welfare sector
- Experience of working with and supporting volunteers