

JOB DESCRIPTION

Job Title:	Space4 Operations Manager
Salary:	£25,480 per annum, (equivalent to £27,300 FTE based on 37.5 hour week)
Contract:	Fixed Term (3 year with a 3-month probation period) (the aim is for the role to continue on this basis beyond this term but is dependent on securing on-going funding)
Hours:	35 hours per week.
Holidays:	25 days per annum (plus 8 statutory days holiday).
Other Benefits:	Pension with 'People's Pension' (3% employer contribution).

CONTEXT:

The Space4 project is part of the community work of St Michael and All Angels (C of E) church based in Houghton-le-Spring. The project typically works with people who rarely feel valued in society, working with and being alongside them while seeking to 'to be a space for community to flourish'. For 6 years the project has provided a 'drop-in' based on the high street running targeted group sessions and provided a community foodbank and clothes bank. In this next chapter of Space4, the newly recruited Operations Manager will have the opportunity to be part of taking this project to the next stage of its journey.

A recent grant award has allowed for increased management capacity and additional staffing to create an exciting development of the project, including a drop-in centre, a community food store, a community builder scheme as well as the development of a community café. The project will be a progressive development over three years with the Operations Manager fulfilling the main objectives of the project as well as looking for further development opportunities. The focus of the ongoing project will be to enable community members to engage in and have a voice to implement change in their own community, with the focus on asset-based communities rather than needs-based. The project will promote community working together.

PURPOSE OF JOB:

To lead the operations of the Space4 project, to achieve the primary aims and outcomes of the Space4U project as directed by the Development Manager and to ensure successful delivery and monitoring of all aspects of the project. The Operations Manager will also work with the Project Board and Development Manager to ensure continued development of the project. The Operations Manager will ensure that all aspects of the project are implemented to a high standard. To implement the project strategies that underpin the project goals and outcomes:

- working together creatively with the community to respond to food poverty;
- responding to isolation and anxiety particularly among the elderly and those who feel marginalized;
- working with our community to respond to inequalities particularly those affecting children and young people;
- to work with the Development Manager to enable the project to be financially sustainable;
- to be responsible for all operations for Space4 and commitments associated with Lottery Reaching Communities Award.

REPORTING TO:

The Project Board and Development Manager

DUTIES AND RESPONSIBILITIES

- 1 To be accountable for all operations pertaining to the Space4 project as directed by the Development Manager, including the specific operational elements of our Space4U project funded by the Lottery Reaching Communities Fund.
- 2 To work with the support of the Development Manager in establishing the next chapter of Space4 and to supervise and support a team to deliver the priorities of the three-year project:
 - *Work together creatively with the community to respond to food poverty* by ensuring the opening and ongoing operations of a food store, maintaining continuity with current foodbank operations, engaging service users and volunteers; managing set up and operations of a community café: establishing a team of volunteers to work in both venues based at Kepier Hall.
 - *Responding to isolation & anxiety particularly among the elderly and those who feel marginalized* by taking responsibility of operational aspects of the drop-in and workshop centre on Newbottle Street including working with the second-hand uniform project team to promote and maintain operations, and ensuring the creation of an engaging program of workshops and events for the community, ensuring safety of all using the hub is properly managed.
 - *Working with our community to respond to inequalities particularly those affecting children & young people* by running operations at all sites that promote inclusion for children and young people and to implement a yearly program to engage families. To promote and recruit volunteers to run activities ensuring safeguarding in all areas.
- 3 With accountability for the operations of the project, to work with the Development Manager to ensure we meet the commitments of the Reaching Communities Fund:
 - create less food and clothing poverty and have direct action towards strengthening individuals to move to a more resilient and healthier future;
 - reduce social isolation and contribute to a larger number of individuals engaging in meaningful activity, volunteering, and active participation in the future of the wider community;
 - impact the community cohesion by creating forums for all voices to be heard;and in this enabling 3380 new adults and 2145 children to engage with Space4 over the three years.
- 4 To manage the day-to-day operations of the Space4 project to include:
 - Staff and Volunteer Line Management: recruitment, objectives setting and monitoring, development, holiday tracking, monitoring sickness absence. Overall accountability for welfare and performance of staff, sessional workers, volunteers.
 - Planning workshops and events, groups, sessions, activities, trips, community hub, community store and café when operational.
 - Building management: contracts, insurance, utilities, security, ensuring space is fit for purpose, compliance with health and safety including COVID-19 guidance, fire safety, environmental health, completion of statutory safety checks (gas/fire/PAT).
 - Technology including computer equipment, backups and security, on-line.
 - Promote, represent and market the project, attending meetings as necessary, with partner organisations and key stakeholders.
- 5 To be responsible for the management of project finance and funding; and supporting the Development Manager to proactively seek sources of funding and identify opportunities for income generation, particularly through events and fundraising.

- 6 With the Development Manager to lead manage the *Community Builder* (year2) to establish ongoing support of a network of *Community Enablers* that help us better understand needs and assets in our local community and that further shape project deliverables.
- 7 To follow the protocols of operational and financial records and provide regular reports on these to the Development Manager demonstrating social impact of activities, including qualitative and quantitative data and progress towards meeting aims. As we continue to learn about our community, to highlight and agree any changes or evolution in the project to the Development Manager.
- 8 As Safeguarding Lead, to ensure that the project always adheres to the Diocesan Safeguarding Policy
- 9 To ensure that the project is developed in line with our values:
 - We encourage people to be the best version of themselves regardless of faith, gender, race, sexuality, age or background;
 - we make sure people feel valued and cherished as part of a community, believing that everyone has something to give;
 - we accept everyone's contribution, promoting mutuality and 'reciprocity' to help people build self-worth;
 - we seek to be with and work with people, helping individuals and community to grow;
 - we are motivated in our actions by our Christian faith; this is not a barrier to people being with us.

Person Specification

Attributes/ Requirements	Essential	Desirable
Educational qualifications and Experience	<ul style="list-style-type: none"> •Experience of leading operational community projects. •Experience of recruitment and support of volunteers. •Experience of working with the local community in partnership with others. •Experience of working with social enterprise or equivalent • Experience of working with vulnerable adults. •Experience of working with children. •Experience of staff development. •GCSE or equivalent in English and Maths. •Experience in community cafes •Experience in fundraising •Experience in monitoring and reporting projects 	<ul style="list-style-type: none"> •Working knowledge of Community Development practices. •Experience of managing buildings as part of a community project. •Experience of managing a foodbank •Experience of being safeguarding project lead. •Experience of working with church communities.
Knowledge & Skills	<ul style="list-style-type: none"> •Good organisational and leadership skills. •Excellent verbal and written communication. •Able to build confidence and develop skills in others. •Able to resolve conflict. •Good IT skills and good knowledge of MS Office. •Able to manage project finances. •Understanding of social issues relating to communities. •Well-developed problem-solving skills. •Understanding of safeguarding good practice. •Good financial skills and experience of maintaining budgets 	<ul style="list-style-type: none"> •Experience of developing social impact measures. •Knowledge of the local community in Houghton area.
Personal characteristics	<ul style="list-style-type: none"> •Patient and compassionate approach. •Drive and enthusiasm. •Diplomacy and tact in dealing with sensitive issues. •Good listening skills. •Open to new ways of thinking and working. •Able to represent the project. •Willing and able to work with other service providers to meet community needs. •Able to work on own initiative. •Able to work as a team, valuing its support and contributing to its development. •Able to work well with a diverse group of volunteers. •Good self-awareness and commitment to reflective practice, learning and personal development. •High level of personal integrity. •Positive attitude to Christian ethos and values. •Able to be flexible in working outside of normal hours 	<ul style="list-style-type: none"> •Able to help wider church develop new ways of relating to local community.
Additional Factors	<ul style="list-style-type: none"> •The post requires candidate to complete a DBS for an enhanced level of disclosure. •Full current driving licence. 	

NOTES:

1. The above list of responsibilities is not exhaustive and other reasonable duties, commensurate with the postholder's skills and experience, may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.
2. Where the post holder uses their own car for project business mileage of 45p will be paid.

The Space 4 project is part of the community work of the
Parochial Church Council of the Ecclesiastical Parish
of St Michael and All Angels, Houghton le Spring,
registered charity number 1135095.