

Job Description

Job Title	Operations Manager
Salary	£40-£43,000 depending on experience and qualifications
Working Hours	37.5 hours on site working flexibly 5 days out of 7 each week
Reports To	Chair of Trustees
Supervision of the management team	• Administrator • Finance Officer • Building and Estate Manager • Catering Manager • Housekeeping Supervisor • Outreach Coordinator • Volunteers
Delivery of the strategic vision set by the Board through Key Objectives • Leadership and supervision of the Management Team. • Ensuring the financial sustainability of Minsteracres. • Ensuring that everyone who visits, volunteers and works at Minsteracres benefit from a safe, high quality and rewarding experiences.	
Key Responsibilities 1. Planning and Implementation • Coordination of the use of Minsteracres for residential and day events. • Take overall responsibility for the day to day management of Minsteracres. • Review practices and implement improvements based on feedback from retreatants and external groups. • Work with the Administrator to ensure that all bookings are dealt with smoothly and that all questions are responded to efficiently. • Ensure that all external groups who use Minsteracres are compatible with the values and spirit of the place. • Ensure the Minsteracres' website is current and kept up to date. • Work with the Marketing Committee to promote the reputation and use of Minsteracres. • Liaise with the retreat programme committee to ensure the preparation and publication of the annual retreat programme.	

2. Manage and Support Staff

- Recruitment and induction of appropriately qualified staff and volunteers.
- Manage and supervise members of the management team to ensure that Minsteracres provides excellent service in all aspects of its work.
- Lead meetings of the management team ensuring that a record of meetings is maintained and follow up action is recorded and delivered.
- Provide out of hours telephone contact as agreed and if required to be present in an emergency.
- Implement and manage all staff and volunteer policies and procedures in line with the charity's statutory and legal obligations.

3. Finance

- Ensure the management and control of day to day income and expenditure as outlined in the annual budget agreed by the Trustees and in line with all statutory and legal obligations.
- Ensure regular and timely monthly Financial Management Reports as required by Trustees
- Support fundraising initiatives as prioritised and agreed by the Board.
- In conjunction with the Finance Officer liaise with the charity's accountants in preparation of the Trustees' annual report and accounts.

4. Health, Safety and Welfare

- Work with management team to ensure that risk assessments are in place and reviewed at least annually.
- Review the Health and Safety Policy annually and ensure all staff are aware of their health and safety responsibilities.
- Working with the Building and Estate Manager ensure that all equipment is serviced regularly, that an annual plan of work is agreed and implemented and that there is a list of trusted contractors with appropriate insurance to undertake more specialised work.
- Ensure that DBS checks are kept up to date for all staff and volunteers at Minsteracres and that everyone has been inducted on the Safeguarding Policy and Procedures. The Parish Priest is responsible for Safeguarding matters in the Passionist Community and Parish.

5. Other

- Collaborate with the Passionist Community based at Minsteracres and the local parish in furthering the work of Minsteracres.
- Collaborate with third party organisations / partners based on site.

Person Specification—Core Competencies

Respect

The act of showing appreciation for someone's traits or qualities and treating people with dignity and gratitude. An attitude of respect should come as standard in the workplace regardless of any personal feelings.

Integrity

The practice of being open and honest and showing a consistent adherence to the values of Minsteracres.

Teamwork

The ability to work with others and to help others attain their full potential and achieve the shared goals.

Commitment

The level of enthusiasm towards his/her tasks assigned at a workplace and the feeling of responsibility demonstrated toward the goals, mission, and vision of Minsteracres

Leadership

Individuals - self-awareness and effectively express their personal qualities.

Team Leaders - process of understanding people's motivations and leveraging them to achieve a common goal.

Embracing change

Displaying open mindedness to new ideas and proposals. Demonstrating a willingness to do things differently. Making suggestions for improvement. Taking a creative approach to change, which challenges assumptions and is not based purely on enhancing existing practice.

Person Specification—qualifications and experience

Criteria	Essential	Desirable
Qualifications	You will be educated to at least degree level or an equivalent management qualification.	CIPD Level 3 Financial management. Facilities management. Environmental management.
Relevant Experience	You will have at least 5 years recent and relevant leadership experience managing hotel accommodation.	Working experience in an environment with a similar ethos and inclusivity.
Skills and competencies	• Exceptional customer service. • <u>A genuine affection and compassion for people from all backgrounds.</u> • Good numeracy skills. • Excellent IT competency with Microsoft products • Excellent organisational skills. • Excellent attention to detail. • Ability to work on own initiative. • Experience of Health & Safety, buildings and infrastructure management and Safeguarding responsibility. • Own car and clean driving licence essential.	Marketing experience First aid qualifications
Working pattern	This role will involve working on site 37.5 hours over 5 days out of 7 working flexibly to suit the needs of the centre	
Personal qualities	A warm, enthusiastic and calm person with a genuine interest in people. You will have excellent interpersonal skills including negotiating, problem solving, team working and building and most importantly, a firm commitment to delivering exceptional customer care in a calm and unflustered way.	

Minsteracres Retreat Centre is a Christian organisation. Whilst this post does not hold a Genuine Occupational Requirement for the post holder to be a committed Christian, they must empathise with the Christian and other faiths.

The successful applicant will be required to apply for an Enhanced Disclosure from the Disclosure and Barring Service.

Please note that in order to apply, you must have existing documented proof of your right to live and work in the UK