

**Job Title: Operations Manager**  
**Based: Kingston Women's Centre**  
**Hours: Part-time, self-employed post, 10-15 hours across 3-4 days of the week.**  
**Monday – Saturday. Occasional Sunday and evening hours.**  
**Hourly rate £12-14**

**This post is expected to be offered at a later date (optional), to the appointed candidate as PAYE once the charity is able to do so.**

### **Introduction**

Thank you for your interest in being a part of Kingston Women's Centre. Below is some information relating to your application and our charity, to help you understand more about Kingston Women's Centre and the Operations Manager role.

### **Mission**

Our aim is to provide counselling and therapy for women of all backgrounds in and around Kingston-upon-Thames, during times of crisis and change, within a warm, safe and caring environment.

### **Job Purpose:**

General management of the property the charity operates from, including building, housekeeping, office and finances. This role encompasses delivery of administrative tasks and some reception cover. The successful candidate will work in tandem with the Clinical Manager who leads the clinical team. This role includes managing part-time administrative staff and volunteers. The charity strives to become sustainable for the longer term, offering a high quality and efficient counselling service.

### **Main Tasks and Responsibilities:**

#### **Finance and Business Development**

Annual budget

Monthly income & expenditure report

Annual report to the Board

Notify the Board of and planned capital projects/issues relating to the budget

Ensure the charity can demonstrate its worth, social value/ impact and return on investment

Ensure the charity is represented on social media and plans appropriate activity

Research and propose funding applications to the Board

Research and propose revenue streams/project to the Board as part of sustainability planning

Monitor client levels and ensure spread of range of payment levels

Review client fees annually or as instructed by the Board

Ensure the centre is operating at a high level of rental/occupancy and record and present the data annually for improvement to the Board

Build relationships with local organisations

Feed into the Annual Report and Accounts

### **Administrative and Reception**

Work with the Clinical Manager to ensure smooth running of services  
Provide reception cover of a minimum of eight hours (within the 10-15) per week  
Provide emergency administrative or reception cover as required  
Ensure all enquires receive a response  
Schedule and oversee system for client assessments  
Client referral processing  
Client closure processing  
Create and maintain data bases / produce annual statistics for the Board  
Ensure the website is up to date  
Ensure filing systems are maintained and current  
Ensure security, integrity and confidentiality of data

### **Building and Household**

Property maintenance and repairs  
Household cleaning/daily housekeeping  
Office and household supplies e.g. kitchen/catering and cleaning  
Health and Safety Officer; ensure the centre complies with Health and Safety Regulations  
Maintain Accident Book / First Aid Box  
Ensure annual safety checks are carried out  
Maintain computers / update anti-virus and deposit accounts  
Maintain other office equipment and phones  
Keep inventory of equipment / furniture for insurance purposes

### **Recruitment and HR**

Recruit, assess and appoint suitable part-time administrative staff  
Induction and line management  
Recruit or contract suitable cleaning staff  
With support/advice from the Board ensure HR requirements are adhered to  
Send quarterly news updates for all staff  
Organise an annual informal drink gathering for staff  
Ensure staff contracts are up to date  
Ensure annual staff survey is done and findings discussed with Board/shared with staff  
Ensure all staff have ID cards and are included within org structure

### **Processes and Procedures**

Monitor and review processes and procedures along with policies to ensure up to date and fit for purpose.  
Assess training needs and implement; keep the agency updated with information on further training opportunities.

### **Desired Knowledge, Skills & Experience**

- Degree level education or equivalent (Essential)
- Management experience (Essential)
- Sound working knowledge of Microsoft office suite (Essential)
- Knowledge of accounting, data and administrative management practices and procedures
- Knowledge of clerical practices and procedures
- Knowledge of human resources management practices and procedures

- Knowledge of business and management principles
- Excellent written and verbal communication skills
- Energy enthusiasm and passion
- Ability to engage with people of all levels
- Ability to apply appropriate boundaries with confidence
- Experience of clinical based organisations
- Previous working with volunteers

### Key Competencies

- Communication skills
- Problem analysis and assessment
- Judgment and problem solving
- Decision making
- Planning and organizing
- Work and time management
- Attention to detail and high level of accuracy
- Delegation of authority and responsibility
- Information gathering and monitoring
- Initiative
- Integrity
- Adaptability
- Teamwork and collaboration

### The process for recruitment will be:

1. Submission of CV and covering letter including referee contact details
2. Informal telephone conversation with a Trustee/interim management
3. Interview with the panel

### How to apply

Application will be by CV (no more than two pages) and an accompanying letter (no more than three pages) outlining how you meet the required knowledge, skills, competencies and experience for this role along with your motivation of why you want to work for Kingston Women's Centre. Please note whilst the above details are an extensive list this post is supported by part-time staff. We expect the successful candidate to have skills to span a number of areas. Please ensure you supply two professional referees within the last three years; full name, relationship to you, email and telephone number. We will not contact them without prior agreement from you. Please email your application to [liv.corbishley@kingstonwomenscentre.org.uk](mailto:liv.corbishley@kingstonwomenscentre.org.uk)