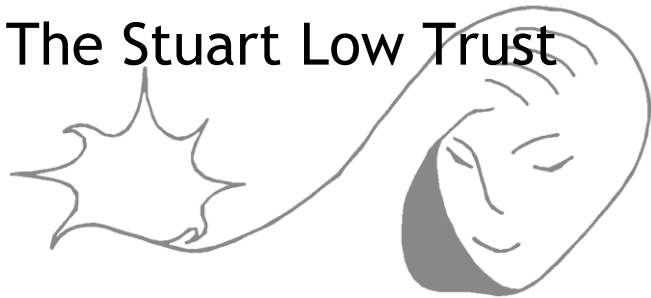




**The Queen's Award
for Voluntary Service**

The Stuart Low Trust



bringing people together for better health and wellbeing

Stuart Low Trust - Operations Manager (28 hours per week)

Reporting to: Chief Executive

Probation period: 6 months (review at 2 and 4 months)

Hours/Role: 28 per week. Permanent, subject to satisfactory probation period

Salary: £30,000 per annum (pro rata)

Annual Leave: 25 days holiday per annum (pro rata) (inclusive of bank holidays)

Annual appraisal and monthly supervision with SLT's CEO

Benefits: Flexible working, Contributory Occupational Pension Scheme

Responsibilities and main tasks:

Whilst ensuring the high quality and frequency of SLT's present activities, the Operations Manager will increase the number of its Saturday Projects and art workshops; set up and implement a new, mental health befriending service in partnership with another charity; and bring in a new activity for younger people, counteracting the high suicide rate, in particular, amongst younger men.

You will explore creative ways to ensure that SLT has appropriate resources in place to support the growth. Working strategically, in line with SLT's Business Plan, you will manage SLT's present activity worker Assistants (e.g. Friday evening Assistants, Saturday Project Assistants, Philosophy Assistant etc). With the CEO, you will recruit appropriate sessional workers and volunteers for the new services; and to support the role.

Job Description

- To develop an operational strategy in line with SLT's Business Plan.
- In partnership with other charities, set up and implement a new mental health befriending service.
- To set up and implement a new service for younger people.
- To increase frequency of Saturday Projects and art workshops in partnership with a local gallery.
- To maintain high quality and frequency of SLT's present services.
- To work collaboratively with other SLT staff in order to achieve set goals, i.e. Volunteer Coordinator.
- With the Volunteer Coordinator, recruit, organise, manage and motivate SLT volunteers.
- Raise awareness of SLT and its work, i.e. giving presentations or seeking opportunity for appropriate media coverage (with the CEO's permission).
- Update SLT website and social media as appropriate.
- Ensure SLT activities, presenters and trainers are booked at least 3 months ahead and that the SLT bi-monthly flyer is created in timely fashion and meets the print deadline.

Office 3, Claremont, 24-27 White Lion Street, Islington, London, N1 9PD
Tel: 020 7713 9304 Email: info@slt.org.uk Website: www.slt.org.uk
Company limited by guarantee registered in England No. 5001948
Charity Registered in England & Wales No. 1102325



Registered with



MAYOR OF LONDON

FUNDRAISING
REGULATOR

- Manage and update participant database to ensure those that wish to receive the flyer do so.
- Make risk analyses and balancing time-cost ratios as appropriate.
- Ensure monitoring reports are written to deadline and drafted for CEO's approval.
- Write relevant policies and procedures as required and agreed with CEO.
- Participate in internal meetings and communications as appropriate.
- Represent SLT at meetings and external events as appropriate.
- Cover for CEO as required.
- Other tasks as SLT's CEO deems appropriate to the role.

Personal Specification

(1) Knowledge

| | |
|---|-----------|
| Knowledge and understanding of vulnerable adults with mental health issues. | Essential |
| Educated to degree level or higher. | Essential |
| Management Qualification | Desirable |

(2) Experience

| | |
|--|-----------|
| Substantial management experience in a charitable/social care setting. | Essential |
| Experience of managing a number of projects simultaneously. | Essential |
| Experience of setting up, implementing and managing new services, and working in partnership with other organisations. | Essential |
| Experience of working within budget constraints and managing resources effectively. | Essential |

(3) Skills

| | |
|---|-----------|
| Excellent communication skills, both verbal and written. | Essential |
| Ability to write new policies and procedures. | Essential |
| Effective motivational speaking and presentation skills and willingness to do so when necessary. | Essential |
| Ability to build long-term relationships with volunteers, staff, trustees and stakeholders and sensitively and effectively manage issues. | Essential |
| Excellent social media, website and IT skills, including Publisher. | Essential |
| Excellent project management and organisational skills. | Essential |
| Strong interpersonal skills; ability to support and motivate staff/volunteers so that they fulfil their roles effectively. | Essential |
| Excellent decision-making skills, ability to take the initiative, as part of managing a complex and varied workload. | Essential |
| Ability to work independently and in a team. | Essential |

(4) Attributes

| | |
|---|-----------|
| A passion and commitment for the work of Stuart Low Trust, its philosophy and its values, particularly with service development and growth. | Essential |
| A proactive attitude, drive and enthusiasm to carry out projects to conclusion. | Essential |
| Resilience, particularly when faced with setbacks. | Essential |
| Ability to work under pressure. | Essential |

| | |
|--|-----------|
| Ability and willingness to work flexibly so as to be available for required meetings, events and to meet deadlines as required. | Essential |
| Ability to work within equal opportunity protocol, adhere to SLT's Safeguarding and Code of Conduct policies and meet confidentiality and GDPR requirements. | Essential |

Please only apply if you can demonstrate meeting the above criteria in your application.

Using the Personal Specification, please clearly address each point.

30/10/2018