

Role Description



Job Title	Operational Manager
Service area	Advice and Guidance Services
Responsible to	Head of Operations
Reporting Roles	Operational Co-ordinators
Purpose	To manage Advice and Guidance services on behalf of ACT
Base	The role will be based at our head office in Martlesham Heath, Suffolk
Starting salary	£33,731 (pro rata for part time)
Working Hours	30 – 37.5 hours per week (working pattern to be agreed)

Job Overview

Reporting to the Head of Operations and playing a key role within the ACT management team, the Operational Manager will liaise closely with a range of partners and be responsible for leading and developing a range of ACT's Advice and Guidance Services. You will manage a team of Officers and Volunteers led by Operational Co-ordinators and will also be responsible for managing multiple budgets. You will need to be an inspirational leader and be able to motivate and support both paid and voluntary staff.

Responsibilities and Duties

Our Operational Managers oversee a range of services and the aim is for this role to manage some key services within our Advice and Guidance Team. As well as managing these services, the role will also involve service development and both raising and maintaining the funds required to deliver the services.

You will be expected to demonstrate leadership skills and innovative qualities. The team you manage will be knowledgeable and competent in their respective roles; hence the demands of the Operational Manager will not necessarily be linked with specialist knowledge, rather effective management. You will be responsible for advancing best practice within the team and sharing this across the management team.

As a manager, your key task is to ensure the best use of resources within the team as well as developing these resources where required.

Skills, qualifications, knowledge and understanding required

We work in an ever-changing environment and every day brings a different experience. We are looking for someone who is able to deal with this and to lead a team in this setting.

We are looking for someone with:

- Ability to demonstrate ACT's values whilst carrying out their Role
- Commitment to contribute to ACT's Strategy and Operational Business Plan
- Good administrative skills
- Ability to manage performance
- Ability to work to deadlines
- Knowledge of Microsoft Outlook, word and excel
- An understanding of budget management
- Experience managing and developing a team

- Experience of bid writing and completing funding applications

Additional requirements

- Must have a full driving license and access to own transport as travel around the county will be involved.