

Aberdeen FC Community Trust Job Description

Job Title:	Operations Manager
Location:	Pittodrie/Aberdeen, with travel throughout Aberdeenshire as required.
Line Manager:	Chief Executive
Line Manager for:	Operations Team Leads
Overall Purpose of Job:	
<p>All aspects of AFCCT operational delivery by effective implementation, oversight, management, and execution of the agreed operational plan.</p> <p>Reporting to the Chief Executive, the role will provide effective leadership and management of the operations team. The Operations Manager will ensure each deliverable is met, whilst maintaining the Trust's robust approach to quality, safeguarding, health and safety. The Operations Manager will work closely with the Finance and Business Manager to deliver projects within budget. They will be responsible for reporting and evaluation of all projects.</p> <p>The Operations Manager will provide leadership, direction, guidance and support to enable all members of the operations team to deliver high quality community initiatives in accordance with its registered charitable purposes.</p> <p>The Operations Manager will assist the Chief Executive in the development and delivery of inclusive programmes supporting the community. These community programmes will focus on the Trust's two themes: Education and Positive Destinations; Football, Health and Wellbeing.</p>	
Main Responsibilities/Description of Duties:	
<ul style="list-style-type: none"> ▪ Devise and implement an operational plan, with clear objectives and KPIs which delivers the AFCCT Strategy. ▪ Be responsible for overall service delivery – planning, delivery, reporting and evaluation. ▪ Develop an operations structure that delivers an effective and efficient service delivery across both themes, monitoring performance against KPIs and budget. ▪ Work closely with Safeguarding Officer to ensure that all AFCCT service delivery demonstrates best practice in safeguarding all participants. Ensure all staff are appropriately trained to follow policy and procedures. Ensure all records are maintained to the highest standard. ▪ Ensure all reasonable steps are taken to ensure the Health and Safety of all employees, volunteers and members of the community, ensuring compliance with relevant HSE regulations. ▪ Provide effective management of the Operational Team; coordinate staff resources to ensure effective delivery of high-quality programming. ▪ Evaluate performance by clearly communicating job expectations; planning, monitoring, appraising, and reviewing job contributions. ▪ Ensure all staff receive relevant training and development opportunities. ▪ Ensure effective implementation of quality improvements. ▪ Ensure that all service delivery is undertaken within budget. 	

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- Ensure that there is effective and accurate data capture across all activities to provide high quality, consistent reporting standards.
- Work closely with the Business Development and Funding team, to support growth and develop new opportunities.
- Preparation of ad-hoc reports and any other duties as required.
- Contribute operations information and recommendations to strategic plans and reviews.
- Work with AFCCT/AFC internal and external stakeholders, ensuring strong and productive relationships are built and maintained.
- Provide operational information to the Board of Trustees.
- To have knowledge of relevant policies and procedures

Person Specification: Experience/Qualifications/Training/Personal Qualities

Essential:

- A high level of experience in operations management.
- Prior experience of leading a large team.
- Strong commitment to the highest safeguarding and HSE standards.
- A strong track record of delivering a high-quality service within budget.
- Experience in devising, preparing, and summarising effective reports.
- Commitment to performance, accountability, and strong ethics of fairness and equality.
- A positive, engaging, and ambitious leader with a proven track record of delivering in an environment of growth and change.
- Experience of change management.
- A demonstrable commitment to and enthusiasm for working with a diverse range of stakeholders.
- Excellent verbal and written communication skills.
- Excellent people and management skills.
- Experience in operational HR / employee relations
- Self-motivated, with strong organisational and prioritisation skills.
- Autonomous, but collaborative leader with the ability to work to targets, deadlines and drive their team to do the same.
- Highly competent in the use of MS Office.

Desirable:

- Based on our areas of work, experience and/or understanding of:
 - Education
 - Youth work
 - Employability
 - Football
 - Community, Health & Wellbeing
- Experience of working in or engaging closely with the 3rd Sector
- Full Driving License