



**GREATER  
MANCHESTER  
YOUTH  
NETWORK**

**#YoungPeopleCan**

## **Operations Lead**

Part Time – 28 hours per week- £27,538 pro rata (actual salary £22,030)

Greater Manchester Youth Network (GMYN) is a youth charity that creates opportunities so that disadvantaged young people from across Greater Manchester can take steps towards a positive future.

We support young people to be safe, valued, and ambitious by delivering high quality programmes, and building the capacity of other youth organisations.

Over the past three years, GMYN has undertaken some transformations, redesigning our programmes, expanding our delivery and measuring the real difference our programmes make for young people in order to develop new services.

In 2018 we were awarded the Level 2 PQASSO Quality Mark, the highest level available for UK charities.

Our main office base is in central Manchester, located in an ethical community building. Our activities are mainly delivered off site with partners at various locations across Greater Manchester.



 [gmyrn.co.uk](http://gmyrn.co.uk)

 [gmyrn](https://twitter.com/gmyrn)

 [info@gmyrn.co.uk](mailto:info@gmyrn.co.uk)

 0161 234 2950

## Staff Role

We are seeking an experienced, driven and highly motivated individual to become our Operations Lead. We are looking for someone who can contribute to the smooth running of the charity and manage administrative/management support across the organisation to help deliver our vision of *Young People Can.*

You will be responsible for overseeing the recruitment and ongoing development for our staff teams. Including line management of delivery staff in the organisation, overseeing the recruitment and induction processes of staff, whilst providing support to the Senior Management Team.

You will also be the first point of contact to support the team to create a positive office environment. This includes ensuring that we have the right resources and environment to deliver the best we can.

This is an exciting role for someone eager to make a big difference to an amazing youth charity, supporting the development of our team and ensuring the organisation maintains its high standard of delivery.

This new role requires experience in managing processes, with good attention to detail and perseverance in completing tasks. Good common sense is a must especially as it relates to coming up with good solutions to tackle any issues in the office environment. In addition, good people management capabilities will be required to line manage a staff team.

You will also be creative, highly organised and resilient, able to juggle multiple organisational priorities and ensure high quality delivery.

### Key Areas of Responsibility

As GMYN's Operations Lead you will need to develop an in-depth knowledge of our current programmes and services and an understanding of how the organisation operates, to know how to best support the team and our delivery.

We need an Operations Lead who is experienced in managing internal HR processes and who has a good knowledge and experience of using and maintaining IT systems.

As a member of the Management Team, the Operations Lead will need to work effectively with our other Team Leaders to support our delivery team. You will also support the CEO, Programmes Manager and Business Development Manager to implement strategies, policies and processes for the organisation.

We are looking for someone who can provide effective Leadership and Management, particularly in the areas of Health & Safety, Quality Management, IT and Staff Development.

Finally, perhaps most importantly, we need an Operations Lead who adheres to our organisational values, shares our optimism and has a passionate belief that *#Young People Can.*



## Organisation Management

- Maintaining a positive office environment and ensuring there are suitable resources for delivery including ICT, delivery equipment and communications.
- To engage, develop and maintain relevant levels of available expertise to support the delivery of operational efficiency (currently HR, IT and Administration) with excellent resource planning, management and leadership.
- Ensure all company policies and procedures are up to date and in line with current employment law and ensuring line managers are updated and briefed with any change in policy.
- Take on the role of H&S Coordinator to ensure all H&S policies and procedures are maintained, used and in line with current legislation.
- To implement and maintain appropriate internal communication structures, policies and systems to allow all internal teams to share information that enhances productivity and effectiveness of GMYN.
- Develop and drive initiatives that foster the strong organisational culture that the charity already enjoys.



## Staff Management

- Line management of delivery staff ensuring support and development of various roles.
- Providing guidance and support on employee relations issues, including managing absence, sickness and health matters.
- Providing administration and coordination support for the management team with regards to organising disciplinarys and grievances at all formal and informal stages.
- Assist the management team by providing best practice HR advice & support across a range of people issues including workforce planning, organisational design, performance management & employee development.
- Ensure all HR policies and procedures are up-to date, legally compliant and applied appropriately, assisting with the application of these policies as required.
- Manage and implement the staff training programme including identifying suitable training and development opportunities for the staff team and trustees.

## Other responsibilities

- To form a key part of supporting the GMYN Senior Management Team, supporting the day to day running of the organisation.
- Responsible for managing GMYN's impact measurement database ensuring staff input appropriate information, report on progress and measure impact.
- Responsible for reviewing/maintaining administrative processes, maintenance of records, filing and digital document storage in line with GDPR.
- To carry out any other reasonable duties and responsibilities that contribute to the organisations overall aims and objectives.

### Essential Criteria

- High level of education, or equivalent work experience.
- Experience of line management of various roles with proven experience of developing, motivating and supporting staff in key roles.
- Proven experience within HR and up to date knowledge of HR legislation including an understanding and practical application of Employment Law.
- Experience of managing and implementing new operations ensuring organisations key messages are communicated and understood to the staff team.
- Experience of developing new policies and procedures or updating in line with organisation strategy and national legislation.
- Experience of taking a lead role in managing or supervising an office environment with various staff delivering at various times.
- Well-developed leadership and management skills with the ability to adapt style according to circumstances.
- Be able to show creativity with an ability to think of ideas to improve processes and solve problems.
- Health and Safety knowledge and experience.
- Knowledge of ICT and communications systems in an office environment including use and maintenance of various ICT equipment, Office 365 and document storage systems in line with GDPR legislation.

### Desirable Criteria

- Knowledge of Quality Management Systems.
- HR or management qualification.
- Experience of working in a youth charity setting.



## Working hours/location

This position is a 28 hour a week part time post primarily based at GMYN's office in central Manchester.

The hours of work are those necessary to fulfil the requirements of the role. This will involve occasionally working unsocial hours in evenings and at weekends as well as during the day.



### Equal Opportunities:

The worker will be expected to work within the principles of equal opportunities and to implement all aspects of GMYN's Equality and Diversity policy. The post will be subject to an enhanced DBS check.

### Further information:

To apply, please send a CV and also a covering letter (no more than 2 pages A4) that shows relevant skills and experience that matches the specification below to [jobs@gmyn.co.uk](mailto:jobs@gmyn.co.uk)

- Closing date for applications: 22nd April – noon.
- Please note: any applications sent after this time will not be accepted.
- Interviews will take place on 1st May.

For further application information please visit [www.gmyn.co.uk](http://www.gmyn.co.uk), email [jobs@gmyn.co.uk](mailto:jobs@gmyn.co.uk), or contact Greater Manchester Youth Network on 0161 234 2950.