

Furniture Now! Job Description



Post Title: Deputy Director (Operations) – 1 Year contract

Grade: NJC Scale PO 33 (currently £27,849)

Reporting to: Director, Attendance at Board Meetings to report to trustees

Responsible for: Management, Policy, Health & Safety, Publicity and Marketing

Overall Purpose of the Post

Furniture Now! is at a key point in its development; there has been successful expansion of the organisation, increased earned income and there is a capable and committed staff team in place. The funding environment is changing, and opportunities for further expansion are opening up. In order to take the next steps in a considered and planned way, the Trustees have seconded the Director to undertake a full strategic review of the organisation, and to create a Strategic Plan for the next 5 years. During this time, Trustees and the Director have agreed that it would be prudent to create a temporary deputy post to ensure that the excellent progress to date is not put at risk.

The Deputy Director will work closely with the Director for the first month, shadowing the role and becoming conversant in the organisation's operational procedures and dynamics; the Deputy Director will then take-over operational management for the next three months, concentrating on line management of the Departmental Managers, Health & Safety, monitoring and management of departmental outputs and outcomes and policy and procedural development. This post holder may also be required to attend meetings with external stakeholders and report to the Trustee Board

The *Strategic Plan* will review senior operational staff responsibilities, and once approved by the board the Director's role will evolve as he is tasked with the necessary development work in order to put the plan into operation. The role of the Deputy Director will also develop in accordance with the plan's HR objectives and ultimately could become a permanent position if fundraising and expansion are possible.

Main Duties and Responsibilities

Staff Management and Monitoring

1. Support and line management of Departmental Managers, including direct supervision and appraisal, and representing staff and volunteer issues to the Director wherever necessary.
2. To assist the Director in setting and reviewing performance and budgetary targets. To manage and monitor staff performance in relation to those targets, and to make recommendations to the Director on improvements or developments as appropriate.
3. To provide and develop HR policy and procedure to enable Departmental Managers and junior staff recruitment, management, support and retention of suitable staff, and to ensure same for volunteers.
4. To maintain current files on all staff and volunteers, to ensure salary and expenses payments and keep appropriate records pertaining to this.
5. To manage and support those Departmental Managers whose services undertake training activities (currently the Furniture Services – Eastbourne and Lewes – and the Training Centre), taking overall responsibility for trainees' progress and accreditation working with the Director to liaise with those external organisations concerned.

Policy & Procedure, Health & Safety Requirements

6. To become familiar with operational practice in FN!'s operational departments.
7. Review Health & Safety requirements, review and re-write H&S policy and risk assessments and conduct quarterly management meetings with departmental heads to include the statutory quarterly health & safety review.
8. Work with managers to codify operational procedures into a set of handbooks using this opportunity to homogenise operational methods where appropriate and prepare the organisation to expand its ISO 9001, 14001, 18001 accreditation across its departments (internal support and training available in regards to ISO accreditation).

Publicity/ Marketing

9. Work with relevant trustees, webmaster and volunteer press officer to develop Matrix compliant promotional materials for the various departments.
10. Work with Departmental Managers to develop promotional activities and promotional materials.
11. Feed this working into the marketing plan being devised by the Director and Trustees
12. Produce social media updates and e-newsletters, co-ordinate this area of development.

Operations

13. To be responsible for implementation of policy wherever introduced, following formal adoption by the Board.
14. Undertake routine business administration tasks.
15. To maintain and review all existing policies and to produce reports on suggested change to the Director/Board wherever necessary; responsible for implementation of policy wherever introduced.
16. Co-ordinate the production of departmental Quarterly Reports on Performance with Departmental Managers, and ensure same for any new projects. Liaise with staff to ensure accuracy and regularity of accounting, monitoring etc. Research and produce reports on other areas of FN!'s services as required by the Board/ Director

Other Tasks

17. Carry out any other tasks within the general remit of Terms and Conditions as required by the Board. Attend occasional training, conferences or meetings outside normal working hours.

Furniture Now! Person Specification

Deputy Director (Operations) – 1 Year contract

Human Resources & Staff Management

- Demonstrable experience of personnel management in a senior position, preferably within the voluntary sector. Basic competent understanding of HR legislation and requirements.
- Management experience in an expanding organisation – evidence of adapting to growth and performance management.
- Demonstrable experience of operations management, growth and performance management
- Ability to appraise objectively a management structure and make useful recommendations.
- Co-operative and collaborative management style.
- Experience of working with and motivating volunteers

Policy & Procedure, Health & Safety Requirements

- Experience of producing and developing policies across a wide range of activities.
- Awareness of Health & Safety issues and ability to write policy and procedures appropriate to the organisation in conjunction with operational staff.
- Good communicator and team leader.
- Ability to chair meetings. Take minutes etc...

Publicity/ Marketing

- Knowledge and experience of promoting existing services.
- Ability to work with experts and non-experts to produce the necessary publicity material and marketing literature etc to increase revenue and number of people accessing services.
- Knowledge of social media and e-mail newsletters and how to devise them for maximum impact.

General

- Graduate educated or similar preferred but not essential
- Demonstrable level of commitment to FN!'s mission of social welfare, social inclusion and environmental service.
- Some experience of training environment preferred

- Competency in core IT skills: e-mailing/ use of internet, Word, Excel, PowerPoint etc.
- Excellent reporting and presentation skills
- Proactive, able to develop opportunities into action
- Experience of producing and developing policies across a wide range of activities
- Awareness of Health & Safety issues
- Excellent communication (written, oral and presentational) and numeracy skills.
- Demonstrable experience of successfully prioritising and managing own time in a busy, multi-task / multi-service organisation.
- Self starter with ability to self manage and work alone
- Understanding of accountability to Director and board of trustees