**Operations Manager – Job Description and key requirements of role**

**Summary**

Voluntary Sector Gateway West Lothian (VSGWL) is the Third Sector Interface (TSI) operating in West Lothian. Our primary purpose is to promote, develop and support West Lothian`s Third Sector. We work in partnership with the voluntary sector and key statutory and public stakeholders to improve the lives of individuals and communities across West Lothian.

VSGWL requires an experienced Operations Manager and strategic thinker with a track record of delivering success. You will be:

* someone who is innovative and able to lead and motivate others to succeed in an evolving environment.
* someone with proven ability in forming alliances and partnerships to bring out sustainable change for communities and the wider third sector.
* committed, results-driven and supportive to the needs of others, you will use your own initiative to develop new ideas and seize opportunities to better support the needs of the sector and the key objectives of VSGWL.

**Role Overview and Responsibilities**

This is a complex role requiring innovation and the skilful balancing of multiple work streams underpinned with strong leadership qualities. You will make a proactive contribution to organisational development and management of change, coupled with a wide understanding of political agendas.

You will lead a dedicated team of development officers to support a culture of development and quality service delivery to support the third sector, communicating and influencing to form and cement strategic alliances and strengthen partnership working.

**Key requirements of role**

**Systems, Operations and Admin**

* supporting the development, resourcing, management and delivery of a Business Plan and strategic programme
* negotiating, managing and monitoring Service Level Agreements with local and national funders
* delivering a comprehensive and effective approach to alliances and partnership working which further the objectives of VSGWL

**Resource Management**

* Managing, developing and supporting the Development Officer team and working collaboratively with other key staff and volunteers
* Supporting the CEO in the development of fundraising strategies and approaches to ensure the long-term sustainability of VSGWL, including the identification of new grants and sources of investment / income generation
* Supporting the CEO and Finance Manager in budgetary considerations
* Attending strategic meetings and forums on behalf of the CEO, as appropriate

**Communications**

* supporting the CEO in ensuring a consistent approach to public relations and communication with key stakeholder groups
* maximising VSGWL`s brand and core messaging and utilising appropriate communication and social media platforms

**General Duties**

As a member of the VSGWL staff team, you will be expected to perform a number of general duties consistently and effectively:

* + Comply with VSGWL policies and procedures
	+ Comply with and contribute to VSGWL’s work of continuous quality improvement
	+ Actively participate in staff team planning meetings
	+ Carry out other non-recurring duties as arise from time to time, and occasionally help cover duties during the absence of team members, including the CEO.

**Essential Criteria**

* Leadership and people skills
* Excellent oral and written communication skills
* Highly motivated and proactive with strong organisational, analytical and planning skills
* Experience of positively influencing and supporting colleagues, particularly through periods of change
* Ability to work as part of a team in a dynamic, fluid working environment
* Proficient as a strategic thinker – financial experience, forward planning and generating innovative ideas for the future of the organisation

**Desirable criteria**

* An understanding of the third sector and awareness of effective fundraising
* Flexible approach