

# Job Specification

## Operations Manager



### Introduction:

The Professional Fundraiser is a leading, and national fundraising agency, working with large charity clients, (commonly with fundraising incomes in excess of £30m); that provides face-to-face fundraising services at retail and promotional venues across the UK including Wales, Scotland and Northern Ireland.

With a £1m+ annual turnover, and plans to double turnover in the next three years, the company is now looking to employ a person for the newly created role of Operations Manager, and who will take a lead in running the day to day business and be fundamental in the execution and success of the company's fundraising strategy and future growth.

This role would require the successful candidate to lead and grow our sales/fundraising team, and to also coordinate our office based fundraising support team. The successful candidate would be one of a three-strong senior management team (together with the Chief Finance Officer and Company Secretary, and the Systems Development and Data Administration Manager), reporting immediately to, and liaising closely with the company's Managing Director on key issues. This role would also entail duty management, with out of hours contact.

A key responsibility will be to manage and grow our current team of 12 remote fundraisers (who are contracted on a self-employed basis) who live and work across the UK, maintaining close contact on a daily basis, and undertaking regular visits to build and maintain a strong working relationship with each. It is advised that the successful candidate would spend 3-4 days in our central administration office, and 1-2 days each week undertaking face-to-face visits with the sales/fundraising team at appropriate fundraising venues and locations.

The successful candidate will have a strong managerial background, able to effectively coordinate and manage remote workers, as well as significant organisational and administrative skills with the temperament and ability to manage a small office team (2-3 people), and to play a hands-on administrative role.

### Key Duties:

- Managing and supporting our fundraising/sales team;
- Ensuring self-employed fundraisers with sufficient work and suitable fundraising venues;
- Manage the sourcing of suitable and profitable fundraising venues, negotiating on fees for venue hire;
- Monitoring both fundraisers and venue performance to ensure achievement of key targets and profitability;
- Conducting staff appraisals and other aspects of personnel management;
- Liaising with our charity clients and regulatory bodies regarding fundraising locations;
- Ensuring due diligence and the relevant fundraising permissions and local permits;
- Complaint handling and performance management, including mystery shopper feedback;
- Ensuring adherence to fundraising regulation and compliance;
- To oversee all logistical aspects and coordination of drivers for centrally set-up events;
- Take sole responsibility for the recruitment and training of new team members/fundraisers;
- Assume responsibility for all aspects of fundraiser Health and Safety, instigating suitable training frameworks, and the undertaking of risk assessments and implementation of action points.

## **Person Specific:**

The right person is more important than the right qualifications. The company is seeking a driven, energetic and career orientated individual, who displays confidence and seeks to lead an organisation, able to play both a hands-on and strategic role.

- A capable and confident individual with entrepreneurial spirit;
- Target and results driven with the desire to succeed and be the best;
- An experienced manager with exceptional people skills;
- Strong organisation and administrative capabilities;
- An efficient multi tasker, quality focused and with attention to detail;
- Experience of working or managing a sales team; (specific fundraising experience is not necessary)
- Friendly with a good sense of humour and a polite, professional manner;
- Adaptable approach to work;
- Physically capable to undertake manual work as and when required;
- Not work-shy - Hard working with a 'can-do' attitude and the attribute to simply 'get stuck in'.

No previous fundraising experience is necessary, and full training, especially in relation to fundraising regulation will be provided.

## **Company Benefits**

- Potential for future progression to role of General Manager;
- Small and personable company with a dedicated and hardworking team;
- Free on-site parking;
- Pensions contributions;
- 22 days annual holiday entitlement increasing to 30 days upon length of service;
- Birthday off paid.

## **Contract:**

This is a permanent position and a full time role. Days of work will normally be Monday to Friday but will require occasional weekend work (commonly once to twice a month).

The successful candidate will be required to work the hours necessary to complete the role to the required ability.