



Operations Lead

Hours:	37.5 hours per week
Location:	Belfast
Closing date:	Friday 24 th May @ 12:00
Salary:	£ 26,500 per annum
Interview location	Storehouse Centre, 39 North Street, Belfast
Annual Leave	35 days

About the role

We are looking for someone to join the Storehouse team for 37.5 hours a week as an Operations Lead.

The role will primarily be office based, developing and maintaining robust systems and procedures that enable the organisation as a whole to flourish. There will be opportunities to both engage with and help shape overall vision and direction of the organisation as we grow. The role will involve regular communication with a variety of stakeholders including staff, volunteers, community members, service users, donors, suppliers, partners and referring agencies.

About you

For this role you will be someone with a passion for developing systems and structures that enable those most vulnerable or marginalised within our society to flourish. You will be highly organised, self-motivated and keenly aware of how safe and robust policies and procedures enable individuals to succeed and find life. You will see the value in well maintained spaces and how they set the atmosphere for all who enter in.



About us

Storehouse aims to be a transformative community, which breaks down barriers and releases hope.

We do this in three ways; through provision, community & growth.

Provision – providing the basic essentials of food, clothing & furniture to those in need.

Community - Creating opportunities for anyone to step out of isolation into a positive, supportive community

Growth - Encouraging individuals to develop a healthy view of self and overcome hurdles to flourishing

Over the last 16 years we have grown from a small food bank project to a thriving community offering multiple environments every week across three different venues. We have a current staff team of 6 and an amazing volunteer base of 150+. Every week we see over 200 households engage with Storehouse either through our provision environments or through our many opportunities for community.

We are passionate about everyone knowing their worth and creating the kind of community that empowers all who enter in.



Operations Lead JOB DESCRIPTION

Job title:	Operations Lead
Responsible to	Alan Carson (CEO)

Job Purpose

You will be a key member of a growing staff team, helping bring structure and systems to a dynamic organisation. You will have responsibility for general management and administration of the overall organisation including finance, communication, compliance and HR, day to day office running and venue management. You will report to the CEO and help oversee any admin and facilities volunteer teams. You will help shape the overall direction and mission of the organisation and have the opportunity to engage in the overall Storehouse community.

Main Tasks

Administrative

- Develop and lead a team of admin and facilities volunteers
- Monitor telephone, voicemails and emails, responding where appropriate
- Monitor all social media and website platforms, working with existing staff to update content and respond to incoming messages
- Monitor all incoming post
- Produce monthly/quarterly info updates for supporters/partners
- Maintain all office recording/filing systems

Finance

- Assist in the preparation of annual budgets and the review of those regularly with departments
- Prepare and maintain all financial information, including monthly management accounts
- Take responsibility for purchasing, cost control and external contracts
- Help develop and implement strategies for increased income/donations
- Take responsibility for all donor communication including new donors and annual giving statements



Venue Management

- Oversee our property portfolio including lease agreements, insurance, utilities and rates for all venues
- Ensure that all venues are maintained to a high standard
 - Manage & liaise with cleaning teams on monthly basis to check stock levels etc
 - Organise repairs & servicing of equipment/facilities
 - Waste management
 - Ordering supplies
- Oversee booking of rooms within the Storehouse Centre
- Fire safety
 - Organising and implementation of fire risk assessment
 - Organising routine servicing of all fire safety equipment
 - Carry out weekly checks of fire safety equipment
 - Carry out weekly fire alarm test

Provision

- Manage appointment bookings for food, clothing & furniture either directly or through a volunteer admin team

HR

- Help prepare contracts, volunteer agreements and job descriptions for staff and volunteers
- Oversee the paying of salaries on a monthly basis
- Maintain appropriate salaries and wages record/filing system
- Ensure compliance with all aspects of Access NI

Compliance

- Ensure the following policy areas are kept up to date and that relevant staff and volunteers are trained and adhere to the policies- Health & Safety, human resources, Data Protection, Safeguarding and risk assessments
- keep up to date with any legislative changes that will affect the running of the organisation

Application

For an application form please email matt@storehousebelfast.com

Completed applications should be returned to the same email address or posted to: Storehouse Centre, 39 North Street, Belfast. BT1 1NA

All initial applications must be received by 12pm on Friday 24th May 2024.



Person Specification

	ESSENTIAL	DESIREABLE
QUALIFICATIONS	5 GCSEs / O Levels at Grade C or above (including Maths and English)	Degree in a relevant field Other accredited qualification in a relevant discipline (e.g. IT, Finance, Leadership/Management)
EXPERIENCE	<p>A proven track record, at least 2 years' experience, working or volunteering within an office/administrative role</p> <p>Knowledge and understanding of safeguarding issues</p> <p>Experience of assessing and managing risk</p> <p>Experience of having responsibility for compliance within an organisation (e.g. for HR, Health & Safety, Safeguarding, financial audits)</p>	<p>Experience of volunteering with or being involved in Storehouse environments</p> <p>Experience in utilising a range of social media platforms for communication with stakeholders</p> <p>Experience in producing management accounts</p> <p>Experience in being responsible for facilities management / maintenance of properties</p> <p>Experience in developing and leading volunteer teams</p>



<p>SKILLS / ABILITIES</p>	<p>Proficient at various methods of formal and informal communication e.g. over phone, email, in meetings etc. with agencies, churches, staff and a wide range of people.</p> <p>Proficient with Microsoft Office, Word, Excel, Outlook and PowerPoint.</p> <p>Excellent Organisational skills</p> <p>Ability to work under pressure and consistently deliver a high quality of service</p> <p>Able to relate with a team, but also able to work alone, take initiative, researching, identifying and implementing strategic solutions, and manage and prioritise a diverse workload</p> <p>Ability to have difficult conversations and manage conflict.</p>	<p>Leadership skills, with a proven track record in assisting in the development of skills and talents of other team members</p> <p>A full valid UK driving licence.</p> <p>Ability to listen actively, empathise and act accordingly without judgement or prejudice.</p>
<p>PERSONAL / CHARACTER</p>	<p>Demonstrate a commitment to the ethos, vision and values of Storehouse Belfast.</p> <p>Demonstrate the ability to see significance in every individual regardless of their story or circumstances</p> <p>Life-long learner, able to lead yourself and eager to improve your skills and strengths, both personally and within your role.</p> <p>You will show a high degree of relational and emotional intelligence, contributing to the staff team as a whole and being responsive to correction and direction from outside your role.</p>	