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|  | Operations Manager  |
| Responsible to: | CEO |
| Location: | 261 Timberlog Lane, SS14 1PA  |
| Background: Aim and essential skills  |

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| Peaceful Place is a day activities service focusing on the needs of persons diagnosed at working age with early onset Dementia. We further extend our service to individuals in early-stage dementia who require an active service. Peaceful Place is a strength-based service focusing on skills and abilities. We promote the right of members to be engaged with as individuals with skills and abilities and not defined by their diagnosis. Peaceful Place promotes a relaxed fun environment where every person is given opportunities to reach their full potential.  | **Aim:** To oversee the operational function of PP services, coordinate and develop stimulating activities to keep members empowered, stimulated, and engaged.This role is essential to the smooth running of the service. **Personal attributes:** We are seeking a person with an aptitude for empowering and supporting others and developing a team approach in service coordination. We need an efficient individual who can work under pressure whilst maintaining professionalism and accuracy. We need a friendly personality who can relate well with a wide range of staff, volunteers and members and external providers. We need an individual who takes pride in their work and celebrates others success. We need a solution focused person who can take responsibility. We need a person who is ambitious and a leader.We need a person who enjoys being at work and making others happy. We need a punctual a reliable individual.  |
| **Please note** Peaceful Place reserves the right to amend this job description in line with changes needed within the service. This will be done in consultation with job holder. This job description is a broad outline of the role and does not fully define every aspect of the role. We further reserve the right to request the job holder to carry out duties deemed reasonable and necessary by Management and in response to the needs of the service.  |

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| Job Description |
| **Key responsibilities:** * You will be responsible for staff supervision.
* You will have full responsibility for ensuring activities are planned with adequate number of volunteers to support the task.
* You will ensure all members are engaged, empowered, and supported.
* Our members take priority and therefore all administration and other duties and tasks must be carefully planned around their attendance and needs.
* You will work closely with the volunteer coordinator to ensure there is sufficient volunteers to always engage our members from pick up to drop off.
* You will be responsible for ensuring all files are inputted into the database and updated accordingly.
* You will be required to implement risk assessment of activities, service, and members and keep staff updated
* You will be responsible for engaging and inducting partner agencies.
* You will work with CEO on new referrals, liaising with adult social care and other providers.
* You will ensure all students are supported in their placements.
* You will ensure the service is always kept calm, upbeat and fully compliant with H+S.
* You will have some level of experience of sharing good practice on social media platforms.
* You will be responsible for maintaining all member files and liaising with families when necessary.
* You will work as part of the team supporting colleagues as required.
* You will work closely with and report to CEO in planning and developing new projects and services.
* You will have excellent administration and IT skills including Microsoft and Excel.

Health & safety:* Understand and be compliant with Peaceful Place Health & Safety policy and emergency fire procedures.
* Ensure all volunteers and staff follow policies and procedures paying strict attention to Health and Safety, confidentiality, risk assessments, Safeguarding and GDPR.
* Promote safe working practices.

communication:* Always communicate in a professional calm manner.
* Communicate professionally with partner agencies and external services.
* Participate in staff and all other meetings.
* Attend and participate in supervision.
* Written reports to CEO and funders as required

training & development:* Maintain professional knowledge and competence.
* Participate in relevant training to achieve required qualifications.
* Create opportunities of learning and development for volunteers and students.

general:* Ensure information of confidential nature gained during your time on duty is adhered to under the data protection act 1998.
* As a key holder you will be required to ensure security of the building.
* Keep abreast of changes in relevant legislation and adhere to Peaceful Place policies, procedures, and practice.
* Ensure resources are used appropriately.
* Carry out any other duties that may be deemed necessary by Management
* Clean driver’s license.
* You will be required to take a leading role in the absence of CEO.
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| Reviewed By: | Charlotte Curran  | Date: | 11/01/2022 |
| Last Updated By: | Charlotte Curran CEO | Date: | 11/01/2022 |