



We Are Family

Job Description

Operations Manager (Part time)

Salary £30,000 - £40,000 per annum FTE (£17-£24K for 20-22 hour week over 3-5 days) subject to experience

Initially a 6-month contract with a view to extension or permanency subject to funding.

Accountable to nominated Trustees.

Location: predominantly home-based with regular access to office and meeting facilities provided by another adoption organisation in Islington.

Background: We Are Family (WAF) is an adoption support community which operates in and around London. WAF's focus is the parent, through whom we seek to support adoptive families as a whole. WAF provide a network of other adopters to link up with and active support through regular meet ups, social events, information sharing, family activities and other initiatives. Rather than offering advice, we offer community believing that the support which a community can offer may be fundamental to the mental health and stability of any family.

Originally founded in 2013 by a small group of adoptive parents who wished to provide local, peer-to-peer support, WAF has grown from one to eleven groups in four years, supporting about 800 families. WAF is now a registered charity. All our events are run by volunteer adopters. Our membership is free, registered, and socially inclusive. Our members mirror the demographic patterns of the population at large, with good reach into minority groups such as single, same sex, non-white and disabled adopters.

You can read more about us here <https://wearefamilyadoption.org.uk/>

Following a number of successful grant applications, we are now in a position to recruit an Operations Manager to help drive us into the next phase of our development as a charity.

As of February 2019 this role will be the only employee of WAF, which is otherwise an entirely volunteer-led organisation. However the hope is that, subject to continued funding, the role will continue beyond the initial six months and the team may grow to include additional administrative staff where necessary

Main Purpose of the Role

To drive a series of projects designed to enable We Are Family (WAF) to operate in a sustainable and more efficient/effective manner. To manage central WAF activities and to support local groups in delivering their services.

Duties

1. Group Engagement
 - a. Take overall responsibility for delivering the Group Engagement elements of WAF's operational plan, working with Trustees and volunteers at group level.



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- i. Work with Trustees and volunteers to establish a clear set of central policy, information and guidance resources to assist groups in providing their services in accordance with required standards.
 - ii. Review how WAF volunteers can best be supported, motivated and recruited (which may include regular events for volunteers across WAF aimed at building motivation, engagement and expertise; and a “buddying scheme” for leadership volunteers to provide mutual support and advice and a structure in which groups can learn from each other and develop ideas).
 - b. Act as a key liaison point to provide advice and practical support to group volunteers.
 - c. Develop the systems and protocols for ensuring clear, rapid and effective two-way communication between the WAF Board and the local groups.
 - d. Support development of the system for new WAF groups, including the induction of any new groups into WAF, helping to ensure that they are able to access all of the resources and guidance available and to understand their obligations as part of the wider organisation.
2. Service Delivery
 - a. Drive the Service Delivery projects included in WAF’s operational plan, working with Trustees, volunteers and external consultants as necessary.
 - i. Develop and implement necessary policies and procedures to fill gaps identified in the plan (eg complaints policy, volunteer policy, safeguarding arrangements).
 - ii. Ensure that adequate training/communication is provided for/to volunteers and WAF members on these policies and procedures.
 - iii. Undertake a general training needs analysis for WAF volunteers looking at the range of activities in which they are involved and put in place measures to meet these needs.
 - b. Review the need for more structured administrative or operational support to groups and trustees. If appropriate, build a business case for additional admin resource and oversee this.
 - c. Work with Trustees to ensure that robust systems are followed for administering finances including the payment of expenses, management of project budgets and implementation of group budgets.
 - d. Support the development and implementation of the new member database system (currently in development).
3. Fundraising
 - a. Work with Trustees and external consultants to identify opportunities to secure additional funds for WAF in order to sustain and build the organisation’s capacity to deliver its charitable aims (including ongoing funding for this post).
4. People Management
 - a. Recruit, train and line-manage any additional staff required to support WAF moving forward.
5. Other
 - a. Provide support or input to any other appropriate WAF projects or activities as decided by the WAF Board of Trustees.



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Person Specification

Essential

- Management level experience with a not for profit or public sector body
- Project management skills within either the commercial or voluntary sectors including the ability to prioritise conflicting strategic projects with limited resources, set targets, monitor and report on progress
- Line management skills
- Experience of setting up / operating systems & procedures required in a volunteer-based organisation
- First class organisational and communication (written & oral) skills
- IT skills (MS Office)
- Willingness to pick up some basic administrative tasks
- Financial management skills in relation to projects

Desirable

NB if any of the below were not part of the individuals skill set, we would look to use consultants to fill any gaps.

- Knowledge of the adoption sector & able to demonstrate a commitment to the values and mission of WAF
- Knowledge and / or experience of safeguarding arrangements
- Fundraising, with a focus on grants and foundations and /or sustainable income (eg regular individual giving)