



1. POSITION IDENTIFICATION

Title: Operations Manager (part-time)
Reports to: The Board of Trustees
Location: Edinburgh, home working, office based, off site as required.

2. Charity Overview

Edinburgh School Uniform Bank (ESUB) supports families experiencing financial hardship by providing school uniform and other essentials required for the school day. Our aim is to enable youngsters to get the best from their education and to reduce the risk of isolation, bullying and associated poor self-esteem and mental health issues. Further information can be found on our website www.edinburghuniform.org.

3. JOB SUMMARY

The Operations Manager will be responsible to lead and coordinate the day to day work of the Charity. The individual will manage and provide support and guidance to the Charity’s volunteers. The Manager will work within budget guidelines and record expenditure in line with financial requirements. They will actively build relationships with community groups and expand the Charity’s support network. Fundraising initiatives and event management will also be a key requirement of the role.

4. KEY RESPONSIBILITIES

| Responsibilities | Lead |
|---|--|
| <i>Lead and coordinate the day to day work of the Charity</i> | <ul style="list-style-type: none"> provide the Charity with the procedural and organisational requirements to effectively plan and deliver a seamless service to families of young people in need of our support; maintain data to actively project and report on the Charity’s strategic objectives. |
| Responsibilities | Manage |
| <i>Management and supervision of volunteers</i> | <ul style="list-style-type: none"> provide support and direction to volunteers to ensure understanding of their roles and adherence to relevant policies; define and plan expected contribution to achieving ESUB’s aims; organise and participate in, packing bags of uniform; arrange and sort incoming donations; manage stock and undertake shopping (mostly online) to complete referrals; |

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| | <ul style="list-style-type: none"> • lead on the day to day management and administration of our facilities, stock, delivery and referrals procedures; • liaise with volunteers who coordinate aspects of the work such as nearly new uniform and drop off points. |
| Responsibilities | Build Relationships |
| <i>Build relationships with community groups and extend the Charity's support network. Be an effective and engaged ambassador for the Charity</i> | <ul style="list-style-type: none"> • build relationships with communities including schools, local businesses and employers, partner agencies and funders in productive partnership working to deliver a service to local families with school aged children in need of our support; • be an effective ambassador for the organisation; • nurture and deal with media relations and social media communications in a positive manner; • represent ESUB as required in public meetings, conferences and fundraising events; • participate in networks, with other partner organisations and other key stakeholders. |
| Responsibilities | Fundraise |
| <i>Fundraising</i> | <ul style="list-style-type: none"> • generate income through applications to funders, working with the Trustees, ensuring applications are appropriate to ESUB's aims and objectives; • manage and adhere to funder requirements; • identify additional sources of new uniform stock and school supplies, working with Trustees, raise additional funds through the design and implementation of fundraising initiatives. |
| Responsibilities | Budget & Reporting |
| <i>Budgeting & reporting</i> | <ul style="list-style-type: none"> • work within budget guidelines; • prepare budget projections and maintain budget reports; • provide budget reports to Trustees and the Treasurer as required; • maintain data and provide reports on stock levels, donations and gap analysis; • maintain volunteer information and report on volunteer numbers and projections. • maintain information and report on incoming referrals and outgoing batches of uniform. |
| 5. Relationships | |
| <ul style="list-style-type: none"> • Trustees • Volunteers • Community groups including – schools, local businesses and employers, partner agencies and funders • Treasurer | |

6. Authority

To ensure that expenditure is only as required to meet the goals of the charity, and that it does not exceed values set from time to time by the Board.

7. Key Performance Indicators of the Position

- to organise and provide school uniform packs to families within agreed timelines;
- to manage volunteer levels and assign job duties to ensure adequate resourcing across services;
- to work collaboratively with community groups, build positive and interactive support networks;
- maintain accurate, insightful and helpful data to prepare reports to assist the Charity's strategic direction;
- manage ESUB's budget and prepare reports as required to the Trustees and Treasurer.

8. Experience and Skills

- organisational skills and attention to detail;
- proficiency in using Excel, Word, OneDrive and Email;
- high level of administration skills and logistics;
- ability to work on own initiative and as part of a team;
- excellent written and verbal communication skills in English;
- full clean driving licence and access to own vehicle;
- experience of managing and monitor budgets and resources.

9. Working Hours and Location

- up to 20 hours per week and to suit the operational needs of the Charity.
- some flexibility of hours to be worked - on occasion you may be requested to change your normal hours of work or work additional hours by arrangement;
- homeworking options for some elements of the role and by agreement;
- potential to consider annualised hours to accommodate the needs of the Charity.
- a maximum of 2 weeks' holiday during the Charity's busiest period (May to September)
- Located at Balerno High School, however this location may be subject to change.

10. Occupational Health & Safety

- employees are responsible and accountable for:
- compliance with workplace policies and procedures for risk identification, risk assessment and risk control;
- active participation in activities associated with the management of workplace health and safety;
- identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace.

11. GDPR

- ensure full compliance with the Charity's GDPR policy;
- work with the Charity's data protection officer;
- maintain volunteer records, family and young person details in line with GDPR requirements.

12. Acknowledgement / Disclaimer

- This job description is only a summary of the functions of the job and not a comprehensive list of all possible responsibilities, tasks and duties which may differ from those outlined. There may be other duties that will be assigned as part of the job;
- The job description will be reviewed annually.

Employee Name: _____

Trustee Name: _____

Signature: _____

Signature: _____

Date: _____

Date: _____