**JOB DESCRIPTION**

**JOB TITLE: General Operations Manager (Part Time) - Homelands Trust Fife**

**REPORTS TO: Chairman of the Board of Trustees**

**RESPONSIBLE FOR: Administration/Operations Assistants (2) and Volunteers**

**DATE: 12/1/2024**

**LOCATION (S): The Paxton Centre, Lundin Links, Fife**

**SALARY: Up to £36k p.a. pro rata based on a 37.5 hour week depending on experience, plus 6%pension contribution (minimum 1% employee contribution)**

**HOURS: 22.5 hours per week including some Saturdays. Flexible working hours a possibility.**

1. **ROLE PURPOSE**

To deliver an excellent guest and visitor experience in our Homelands lodges and the Paxton Centre, through managing the smooth operation of all aspects of our facilities.

1. **POSITION IN THE ORGANISATION**

Board of Trustees

Administration/Operations Assistants (2)

Volunteers

General Operations Manager

Appointed Trustee as Line Manager

1. **KEY TASKS, RESPONSIBILITIES and OPPORTUNITIES**:

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| Working closely with the Board of Trustees, you will achieve the following:   * 1. An excellent and memorable guest experience.   2. A well-planned and delivered budget.   3. A professional operation that complies with all regulatory requirements.   4. A happy and motivated team of staff and volunteers.   3.1 An excellent guest experience means that you will:   * Make sure that all holiday lodge and Paxton Centre guests receive a professional, friendly and personal service from initial enquiry right through to farewell. * Ensure that all holiday lodges are equipped with the specialist equipment agreed with the booking, and that the housekeeping contractors have achieved the highest standards. * Be hands-on and composed in solving any unexpected problems, contacting contractors to fix things urgently when required. * Organise and oversee holiday lodge refurbishments on a rolling programme to maintain a high-quality holiday environment.   3.2 A well-planned and delivered budget means that you will:   * Develop, set, monitor, and control the annual operating budget for Homelands Fife. * Design and deliver marketing strategies that build our customer base to generate revenue at the required levels for the holiday lodges and the Paxton Centre to achieve the planned income. * Liaise with suppliers of goods and services to ensure on time, quality product delivery at the right price. * Lead on projects agreed with the Board of Trustees, and report to Funders. * Report to Trustees at regular meetings. * Represent Homelands at appropriate events and conferences to build our brand awareness.   3.3 A professional operation that complies with all regulatory requirements means that you will:   * With the Board of Trustees, ensure that the Trust is compliant at all times within the relevant legal frameworks governing its activities, including OSCR, Health and Safety and GDPR. * Ensure all IT hardware, software, AV equipment, websites and telecommunications’ equipment is maintained securely and is fully operational at all times. * Make sure that staff and volunteers are provided with induction and are familiar with relevant procedures and protocols. * Provide regular, written, and verbal reports to the Board of Trustees and attend appropriate meetings.   3.4 A happy and motivated team of staff and volunteers means that you will:   * Lead by example, promoting a supportive and enabling workplace culture. * Identify ambition and relevant training opportunities for yourself, other staff and volunteers.  1. **COMMUNICATIONS**  |  |  | | --- | --- | | INTERNAL | EXTERNAL | | Trustees | 3rd Party Suppliers | | Employees | External organisations (e.g. other charities, disability organisations, tourism industry, appropriate statutory agencies, Health, and Social work depts and potential funders). | | Volunteers | Guests and visitors | |  | Local Community |   **5. PERSON SPECIFICATION**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | **Qualifications/Education required** |  | | MINIMUM | DESIRABLE | | * Qualifications in a business, or marketing related travel discipline, and substantial relevant experience | * Health & Safety qualification * First Aid qualification | |  |  | | **Skills/ Knowledge required** |  | | MINIMUM | DESIRABLE | | * Understanding of the UK (Scottish) self-catering holiday industry and the regulatory framework in Scotland via a management position held in the industry. * Understanding of profit & loss accounts, purchase ledger and associated financial controls, cash flow, management accounts reporting & annual audit processes. * Experience with a self-catering related reservation system, e.g. Super Control Booking System. * An understanding of GDPR. * Advanced skill level with Microsoft office and understanding of general IT system security and maintenance. * A practical mentality and a willingness to lead by example. | * Sales & Marketing experience especially in a digital & social media. * Understanding Health & Safety regulations in a self-catering accommodation and office environment. * An understanding of the needs of the potential Homelands clients and their carers. * A working knowledge of charity governance and reporting requirements to the charity regulator in Scotland | | | |  |  | | 1. **RELEVANT CAREER HISTORY/ EXPERIENCE** Necessary to fulfil the job role | | |  |  | | MINIMUM | DESIRABLE | | * Minimum 3 years in a position of responsibility. * Experience of significant budgetary creation and control | * Management or leadership position in the travel and hospitality industry * Role in a charitable organisation | |  |  |  1. **ADDITIONAL REQUIREMENTS**  * An ability to work in an innovative, autonomous, and flexible manner. * A commitment to equal opportunities and organisational excellence. * An ability to travel from time to time.   This job description does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities required from the postholder. The organisation reserves the right to require the post holder to perform other duties and responsibilities at any time according to the needs of the organisation. The nature of the organisation means there is a requirement to work some evenings and weekends and be “on call” as necessary in order to ensure appropriate fulfillment of the duties.  Homelands aims to promote equality of opportunity and is committed to treating all applicants for positions fairly and on merit regardless of race, gender, marital status, religion disability, sexual orientation, or age. |