

# Role Description

## Manager Operations

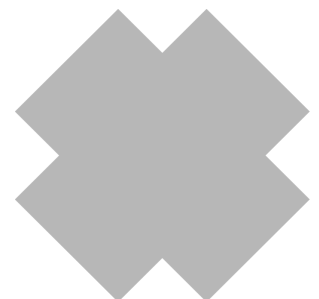


### Primary purpose of the role

To manage operations and ensure that internal governance across strategic finance, people, legal, risk and compliance enhance Emmanuel City Mission and supports a safe work environment. This is to be achieved by working with others, leading by example and participation in Emmanuel City Mission (ECM) prayer, values and upholding the ECM Code of Conduct.

### Key accountabilities

- Lead and supervise the ECM Operations team to ensure ECM maintains open doors at all times safely.
- Support the Director with Board reporting and strategic papers on financial, work, health and safety, risk, people and legal matters.
- Manage and support the ECM team and volunteers and ensure they are trained and informed of all procedures, and they have professional/training development plans in place.
- Ensure visitor suspension and re-entry procedures are monitored and communicated.
- Ensure incident reports are captured, reported and insights shared that lead to improvements in policies, practices, and training.
- Ensure the organisation has current policies, systems and procedures that are compliant with regulations and legislation; Work Health Safety, food safety and service, vehicles, hygiene, cleaning, opening and closing, and working with vulnerable adults policies and procedures .
- Develop and oversee the implementation and evaluation of administrative practices, systems and procedures to optimise efficiency and support the achievement of quality outcomes.
- Liaise with Emmanuel Community to ensure payroll, finance and insurance services are provided according to the agreement.
- In collaboration with the Manager, Mission ensure staff and volunteer schedules, rosters and calendars are synced so that appropriate coverage is maintained at all times.
- Through the volunteer coordinator ensure volunteer records are maintained, up to date and training has been provided; and that staff and volunteer schedules, rosters and calendar are maintained.
- Ensure all consumables are sourced and delivered effectively.
- Assist the Director and Fundraising Coordinator to prepare for meetings with stakeholders.
- Manage, maintain and oversee contract management between third parties.
- Oversee and monitor donor and grant proposals and develop a functional understanding of grant cycles.
- Oversee and monitor donor acknowledgement and ongoing contact with donors.
- Provide fundraising metrics to the fundraising committee
- Manage organization of all fundraising and operational events such as pilgrimage and Christmas festivals.
- As required represent ECM at functions and donor engagement events.



## Key challenges

- Maintaining operations whilst supporting the Director with strategic objectives.
- Anticipating and addressing contentious issues and providing accurate advice on complex issues and legislation, often within tight timeframes, given the need to collect and assimilate information from a variety of different sources whilst maintaining confidentiality and exercising diplomacy.
- Managing a probable move of the Centre in the first half of 2024.

## Key relationships

Who	Why
<b>Emmanuel City Mission</b>	
Director	<ul style="list-style-type: none"> <li>• Ensure values and vision of team are consistent with ECM vision, mission and values</li> <li>• Provide advice and contribute to decision making; identify emerging issues/risks and their implications and propose solutions; receive advice and report on progress towards business objectives and discuss future directions</li> <li>• Contribute to development and review of budgets and resource plans, ensuring consistency with strategic plans and goals</li> </ul>
ECM team	<ul style="list-style-type: none"> <li>• Lead, direct, manage and support performance and development</li> </ul>

<b>External</b>	
Stakeholders Emmanuel community Schools Police Donors	<ul style="list-style-type: none"> <li>• Provide sound and reliable advice; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes.</li> <li>• Liaise with, and coordinate information between stakeholders and the Director; consult and collaborate with, to define mutual interests and determine strategies to achieve their realisation</li> </ul>

## Core capabilities

- Ability to provide leadership in a faith-based service environment
- Ability to act as the sector voice / advocate for the homeless community and raise the profile of the organisation
- Experience in managing effectively in a service delivery environment and working effectively with disadvantaged people
- Knowledge of ECM and regulatory policies and procedures related to working with disadvantaged people
- Ability to manage budgets and financial reporting
- Experience in managing risk and regulatory requirements in a service delivery environment
- High level of ability to manage multiple tasks, relationships and procedures at one time
- Ability to establish and maintain high quality working relationships with other staff and volunteers
- Commitment to the values and mission of ECM
- Ability to effectively represent ECM with a large variety of stakeholders
- First Aid Certificate

