



# OPERATIONS MANAGER

<b>Department:</b>	Finance and Operations
<b>Job title:</b>	Operations Manager
<b>Accountable To</b>	Director of Finance & Operations
<b>Based at:</b>	Head Office
<b>Salary:</b>	Up to £39,000

Rainbow Trust Children's Charity enables families who have a child with a life-threatening or terminal illness to make the most of time together, providing expert, practical and emotional support, where they need it for as long as it is needed. For families living with childhood illness, time is everything.

## Job Summary

The Operations Manager will be responsible for the overall efficient and effective operations and security of Rainbow Trust's property portfolio, operations contracts, vehicle fleet management and core IT infrastructure. This role will provide key support to the Finance Director and support the development of the IT, Property and Facilities strategies and play a key role in their implementation.

The post holder will be responsible for organising and managing the activities that facilitate the smooth running of all properties and offices, including maintaining and developing office procedures and relocations. They will also manage all relevant third-party contracts and implement improved service delivery where appropriate; as well as manage the leased fleet of vehicles, ensuring correct procedures, policies and best practice are in place.

The Operations Manager will have responsibility for the secure and effective operation of the centrally managed IT infrastructure hardware and software; and for managing the central Administration budget.



# Areas of Responsibility

## (specific to role)

### Office facilities & operation

- Manage the effective operational functionality of all properties and offices, including office equipment, property contracts, lease renewals, office moves, security and insurance and maintaining professional standards of office appearance and health and safety.

### Contract management

- Manage all contract renewals and reviews, maintain a contract register, authorise invoices in a timely manner and manage all supplier relationships effectively, supporting the Finance function on account management issues.

### Motor Fleet management

- Manage the vehicle fleet, including ordering and returns, insurance claims, the GPS tracking system, fuel contracts and the annual P11D process.
- Ensure policies and procedures are reviewed regularly and ensure compliance with those policies and procedures with all company car drivers.
- Manage the Fleet Administrator to provide an efficient, responsive and proactive service to all company car drivers, internal and external stakeholders.

### Core IT infrastructure

- Responsible for the overall operational functionality of core IT infrastructure and systems including managing third party IT support contracts, system data and security including the annual cyber security accreditation, functioning and usage of telephony (both fixed and mobile); the purchase and disposal of equipment; and user set on core systems including PC's, laptops, telephones and email accounts.
- Keep abreast of latest IT developments and CPD to effectively contribute to IT Projects across the organisation, such as the procurement and implementation of new systems, system and website security and fraud awareness.

### General

- Support the annual cost budget preparations and management of the Administration budget.
- Maintain best practice and drive for consistency in process and equipment across all locations.
- Ensure a safe working environment.
- Provide project management support for all major central projects.
- Maintain accurate records for all IT, property and vehicle matters.

## General Responsibilities

### Leadership and Strategy

- Professionally represent the department and the charity internally and externally
- Act as a representative of the charity to a variety of external and internal audiences and in different contexts
- Operate in compliance with relevant legislation, best practice and corporate policy
- Commit to the Performance Management Process and develop stretching objectives to meet business plan
- Ensure staff awareness and compliance with relevant Rainbow Trust policy and practice, including induction meetings for new staff
- Take responsibility for own professional development, following the PMP process
- Live the Rainbow Trust values.

### Operational and Project Planning

- Take individual responsibility for agreed objectives and targets
- Develop own individual work programme in consultation with line manager to weekly, monthly and quarterly time frames
- Monitor project and work programme progress and report any variance
- Negotiate with suppliers to ensure best value for money is obtained
- Contribute to team and department planning events and activity
- Organise own time and resources effectively and use initiative.

### Working with Customers and Service Delivery

- Maintain effective relationships with suppliers, supporters and media representatives and suppliers
- Respond effectively and promptly to enquiries and requests received directly from potential new product partners
- Relay information and supporter contact to the appropriate internal contacts
- Ensure that excellent supporter expectations are met and exceeded
- Deliver direct services to both supporters and colleagues to acceptable professional standards and corporate guidelines
- Report any complaints received to the team from supporters, suppliers or any other external or internal contacts.

## Developing, Maintaining Systems and Procedures

- Manage all Core IT systems, ensuring systems are maintained and meet security requirements
- Report against plan monthly, identify variance and make appropriate recommendations
- Ensure that data relevant to areas of responsibility and activity is adequately recorded and stored
- Utilise and interrogate data to monitor progress towards personal objectives
- Contribute to wider data collection and analysis exercises across the department
- Contribute to effective data recording and regular data cleaning
- Ensure systems and processes for managing data comply with the organisation's data protection obligations, GDPR, charity law and other legal requirements.

## People Management and Development

- Provide effective leadership/line management for the Fleet Administrator ensuring compliance with performance management processes and procedures.
- Develop a safe and motivational environment where team members feel valued.
- Provide direction, advice and support to junior members of the team, volunteers and interns, to Volunteer Management guidelines
- Provide expert guidance and direction for staff, volunteers and interns creating a positive atmosphere, including conducting regular meetings with volunteers so that they are informed and motivated
- Recognise and value the contribution of volunteers.

## Team Working and Collaboration

- Contribute professional knowledge and expertise to team and department development, service delivery monitoring and evaluation
- Collaborate with colleagues across the department and organisation in order to enable delivery on priorities and objectives
- Act as a source of knowledge and expertise to colleagues
- Proactively participate in team meetings and away days, including SBI feedback as well as the annual staff conference
- Attend training as necessary in order to meet changing needs, new technological developments and service requirements.

## Special Conditions

- All staff have a responsibility to maintain an up to date knowledge and awareness of issues around safeguarding of children, through the completion of the relevant training at a level commensurate with your role
- All staff must adhere to Rainbow Trust's safeguarding policies and procedures
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager
- Requirement to travel throughout England to Rainbow Trust offices, visiting each office at least once a year and on an ad-hoc basis as determined by the needs of the Charity.

# PERSON SPECIFICATION

## Operations Manager



### ESSENTIAL

#### Experience

(Previous roles,  
types of organisations)

- Demonstrable experience in managing IT and Facilities contracts
- Demonstrable experience of project management
- Experienced in managing budgets
- Worked in a similar size or larger organisation

### DESIRABLE

- Experience of fleet management
- Line management experience
- Experience of Microsoft Copilot and other AI systems

#### Special Competencies

(Specific job-related skills  
knowledge understanding)

- Strong MS Office knowledge with a excellent knowledge of Word and Excel
- Strong verbal and written communication skills
- Excellent organisation and time management skills
- High attention to detail and the ability to manage various tasks simultaneously with varying priorities
- Demonstrable experience of preparing information for decision makers and contract negotiations.
- Demonstrable understanding of Contract Terms and Conditions
- Experience and understanding of Cyber Security and fraud awareness

- Project management skills

#### Disposition

(Influence over others,  
dependability, self-reliance)

- Self-disciplined approach to delivering high standards
- Communicates factually and clearly through expertise
- Systematic problem-solver who focuses on providing solutions
- Multi-tasker who works at a fast pace to meet deadlines
- Persevering, autonomous and independent
- Closely follows-up delegated tasks

# PERSON SPECIFICATION

## Operations Manager



SUPPORTING FAMILIES  
WITH A SERIOUSLY ILL CHILD

	ESSENTIAL	DESIRABLE
<b>Thinking Style</b> (Practical, conceptual, innovative, traditional, change orientated)	<ul style="list-style-type: none"><li>• Works well within established systems, standards and procedures</li><li>• Authoritative, makes decisions quickly and delegates effectively</li><li>• Fact-based, solution oriented problem solver who takes minimal risks</li><li>• Experience and knowledge based</li></ul>	
<b>Attainments</b> (Academic & prof qualifications & training)	<ul style="list-style-type: none"><li>• Educated to degree level / or professional equivalent experience</li></ul>	<ul style="list-style-type: none"><li>• Qualification in IT, Finance or Operations advantageous</li></ul>
<b>Motivation</b> (Ambition, money, security)	<ul style="list-style-type: none"><li>• Produces efficient, accurate and high quality work</li><li>• Acquires technical knowledge for self-development</li><li>• Recognition as an expert and effective problem solver</li></ul>	
<b>Circumstances</b> (Mobility, special demands of job, unsocial hours)	<ul style="list-style-type: none"><li>• Commitment to own continuing professional development</li></ul>	