



Colostomy UK

We are hiring an:

Operations Manager

- **Application:** CV and covering letter
- **Interview:** On application
- **Start date:** As soon as possible

About us

Colostomy UK is a national charity that offers support and advice to people who have had stoma surgery (ostomates) and to their friends, families and carers. Our projects empower ostomates to return to sports, hobbies and other activities after their surgery and give them the confidence to take on fresh challenges. We also advocate for ostomates' rights and are their voice on the bigger issues. Our campaigns raise awareness of 'life with a stoma' and encourage organisations to make their facilities more inclusive.

Terms and conditions

Job Title: Operations Manager

Start date: As soon as possible

Duration of contract: Permanent – Part time – Tuesday, Wednesday, Thursday (21 hours per week)

Hours: 09:00 to 17:00

Probation period: 6 months

Salary: Up to £30,000 - £36,575 (Pro rata)

Location: Colostomy UK, 100 Berkshire Place, Winnersh, Wokingham, Berkshire RG41 5RD

Holiday: 25 days' annual leave in addition to Bank Holidays

Reporting to: Libby Herbert - CEO

The role

This was a new role for our charity in July 2022, it was filled by on a 6-month contract and we are now looking for a permanent replacement.

You will oversee the day-to-day operational running of the office and its support services (Helpline, Befriending, Live Chat, Facebook support group and literature requests). They will have direct line management of the Support & Volunteers coordinator and the Support & Finance coordinator.

To fit in with Colostomy UK's small, dedicated team, you need to be passionate about helping people, making a difference, and fighting for the cause. When it gets busy, you must be prepared to roll up your sleeves and wade in to help, even if it means making the coffee.

Core role responsibilities

- Develop, manage and implement strategies, processes, and procedures to maximise our impact and reach.
- Manage the day-to-day operational activities for the office: contractors, H&S, insurances, I.T etc.
- Line manage Support & Volunteers coordinator and Support & Finance coordinator (2 people / Job share) overseeing their responsibilities and development.
- Manage our CRM system and work with various team members to ensure they can run reports and analyse data.
- Overseeing postage, couriers, stationary, literature stock and statistics.
- Support CEO with all aspects of recruitment and onboarding, internal policies, and procedures.
- Member of the following meetings, volunteers & support. Manage weekly & monthly team meetings.

Skills & Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ● Strong people management skills. ● Exceptional verbal communication skills. ● Exceptional written communication skills. ● Highly organised in terms of meeting deadlines, using systems for filing, scheduling, and sharing work, and fulfilling general administrative duties. ● Ability to work cross functionally and effectively building good relationships internally & externally. 	

	<ul style="list-style-type: none"> • Strong organisational skills that reflect the ability to perform and prioritise multiple tasks. • Line management experience. • Methodical with excellent attention to detail. 	
<u>Technical</u>	<ul style="list-style-type: none"> • Computer literate – Microsoft 365 - Excel, Word, PowerPoint. • Systems: managed CRM software (Salesforce) 	
<u>Other experience</u>	<ul style="list-style-type: none"> • Experience of working in a fast-moving office environment, with an ability to handle numerous tasks with competing deadlines and priorities. 	Third sector
<u>Personal qualities</u>	<ul style="list-style-type: none"> • Ability to motivate the team. • Ability to work to deadlines and follow instruction. A team player with a willingness to help. • Communicate the work of Colostomy UK positively both internally and externally. • Resourceful, proactive, and efficient. • Reliable and punctual. • Hands on and happy to roll your sleeves up. • Good presentation and a courteous, professional manner. • Hard working, flexible and dedicated. • Motivated and enthusiastic with a desire to learn. • An empathy with and enthusiasm for helping people. • The ability to stay calm, patient and even influence others in a fast-paced environment, sometimes under pressure. • Communicate the work and vision of Colostomy UK positively both internally and externally • Ability to travel for business including able to transport charity materials for events. 	

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The above serves as a guide and is not exhaustive; all of our team are hands on, and you too will be expected to undertake other duties. You will be working as part of a small, friendly team and may be asked to provide extra support in the office during busy periods.

Rights to work in the United Kingdom

Applicants must be eligible to work legally in the United Kingdom. The successful applicant will be asked to evidence their right to work in the UK before being formally offered the role. If you do not have the right to work in the UK, we will not consider you for this role. If you are uncertain about your eligibility to work in the UK, you are encouraged to contact the UK Borders Agency.
<http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

DBS checks

All applicants will be subject to a criminal record check from the Disclosure & Barring Service (DBS) before the appointment is confirmed. This will include details of cautions, reprimands, or final warnings as well as convictions.