



Grove Cottage Job Specification

Job Title	Operations Manager
Reporting to	Chair of Board of Trustees
Company	Grove Cottage – The home of Bishop's Stortford Mencap
Other Information	Based in Bishop's Stortford 30 hours per week, 52 weeks per year Salary £35,000 pro rata based on 37.5 FTE The post holder must work flexible hours, including Saturdays and evenings
Main Purpose of Role	<ul style="list-style-type: none"> • Direct responsibility for ensuring all Grove Cottage clubs and services are delivered professionally to the highest standards in line with policies and legislation • Line-manage the Volunteer Coordinator to ensure that Club Leaders, staff, and volunteers have the necessary information and structures in place to perform effectively in their roles. • Line Manage Children's and Adult Services Club Leaders. • To ensure the efficient and effective administration of Grove Cottage
Key Objectives	<ul style="list-style-type: none"> • To always ensure a high level of service to Grove Cottage • Be flexible and approachable to ensure all organisational needs are met • Advocate of Grove Cottage
Key Tasks	<ul style="list-style-type: none"> • To ensure all policies and procedures are in place to facilitate the effective delivery of Grove Cottage clubs and services
General Duties	<p>Overall management of Grove Cottage Facilities</p> <ul style="list-style-type: none"> • Building maintenance, repairs, servicing, Health and Safety and IT etc. • Training & development, reviews and appraisals • Effectively manages Employee relations, HR and Contracts • Development of Personal files for staff & volunteers • Compliance with policies and legislation • Income – ensure that the necessary information is made available to the Finance Manager to allow for efficient and effective recovery of fees • Ensure effective resources and support are available for all areas • Managing relationships with external organisations and key stakeholders
Key Skills & Attributes	<ul style="list-style-type: none"> • Experience of working with people of all ages • Experience within the charity sector, if possible • Experience in Human Resources, managing staff and volunteers • Excellent communication skills face to face, by phone, and in writing and the ability to present information to wide audience at all levels • Excellent interpersonal skills and collaborative management style • Uses initiative to solve problems • Team player and self-motivated to work on own as required • Positive role model, enthusiastic and inspires others, advocate of Grove Cottage internally and externally • Professional appearance and approach to work • Demonstrate Integrity and confidentiality

	<ul style="list-style-type: none"> • Flexible, adaptable and able to work in a fast, ever-changing, complex environment • Ability to look at situations from several different points of view • Delegate responsibilities effectively • Good IT skills • Driving licence and car required
Other Information	<p>The above is designed to help you understand your role and is not exhaustive, nor is it intended to be a definitive list of your duties. As flexibility in meeting Grove Cottage's needs is required of all employees, this list is subject to change. Initiative must be demonstrated to develop the job to achieve the aims of Grove Cottage.</p> <p>It may be necessary to step beyond the areas outlined above to support others</p>
Grove Cottage Background	<p>Grove Cottage is the home of Bishop's Stortford Mencap (Registered Charity number 1122298). It provides social and educational activities for people of all ages with learning disabilities, enabling them to develop their potential, avoid social isolation by forming lifelong friendships, and providing respite for their families.</p> <p>Grove Cottage run the following clubs, giving support and help from three months to 70+ years:</p> <ul style="list-style-type: none"> • Early Years Nursery • Saturday and Holiday Clubs for children aged 5-25 years • Adult Daytime and Evening Social Clubs • Performing Arts Club • Music Man Project Hertfordshire • Grove Grows Gardening Club • Speech and Language Therapy <p>For more information, go to www.mencapgrovecottage.org</p> <p>Grove Cottage is committed to safeguarding and promoting the welfare of children, vulnerable adults, and young people. The successful applicant will be required to undertake an enhanced disclosure through the Disclosure and Barring Service. It is a criminal offence for people who are barred from working in a regulated activity to apply for roles that require them to work unsupervised with that group.</p> <p>Application Deadline – Friday, 18th April 2025</p> <p>First Interviews will be held on Thursday, 24th April 2025</p>