

Role: Operations Manager

Location: London

Salary: £25k-28K Pro Rata

Contract Type: Part-time, Fixed-term

Contract length: December - March with extension on review

Our Purpose	Find Your Voice creates singing communities where people are seen to grow, heard through a collective voice, together, achieving something different.
Our Values	<p>Learning:</p> <ul style="list-style-type: none">· Everyone has the ability to learn· We are experts in our field and experienced in yours <p>Value:</p> <ul style="list-style-type: none">· We are artistically minded and impact driven· Quality creates difference <p>Community:</p> <ul style="list-style-type: none">· Singing is at the heart of what we do· Community comes first <p>Achievement:</p> <ul style="list-style-type: none">· We are responsible leaders· We know this is a change we can consistently make
Our vision	Is that every person in the UK can experience the benefit of singing a song they love, out loud

Find Your Voice is an educational CIC that designs and delivers singing programmes to reach vulnerable people, living within marginalised communities. Put simply, we use singing to get people seen, heard and achieving.

Our core aims are:

- To provide opportunities to improve health and wellbeing through cultural learning that supports people of all ages, abilities and communities.
- To enable people to recognise arts and culture as integral to their wellbeing
- To recognize the importance of professionally lead, cultural interventions
- To create replicable, scaleable, sustained impact,

We achieve this vision via our 3 replicable programmes: Xplore, a parent and child multisensory singing programme, encouraging family wellbeing and an understanding of the EYFS. Xcite, a community singing group for vulnerable adults and carers that improves wellbeing, motivation and connection to the community. Momentum, a multisensory singing and movement programme for adults with care and support needs, held in local community settings, to improve the health and wellbeing of participants, through movement, music and colour

We are the only singing specific organisation, delivering adult learning programmes to vulnerable learners, within a standardised quality assurance framework. This is an opportunity to join this emerging, ambitious and innovative team as it continues to scale and replicate impact.

Role: The role is centred around direct work within our programmes and within communities (geographic and grouped), especially more marginalised or deprived ones. The aim of this role is to enable all members of the team to carry out their role objectives both within the office and within our partner care centres nationwide, standardising, formularising and recording processes. This is to work towards long term successful completion of programmes leading towards meaningful relationships with communities and to increase access and engagement in arts and culture.

Key accountabilities: Ensure the delivery, continuous development and management of an effective and flexible service in a way that reflects the organisation's values that results in the efficient operation of the programmes, this includes but is not limited to the following:

- Identify the needs, opportunities and aspirations in the community
- Attract, recruit and manage a talented team
- Create robust reporting and data gathering practices and embed them into our operations.

- Develop meaningful relationships between communities, facilitators and strategic partners
- Organise meetings, visits and events, coordinating calendars, paperwork, facilities and associated arrangements so that activities run smoothly.
- Has reporting responsibility back to the CEO
- Create and contribute to the delivery of effective and flexible administration as required by the CEO
- Produce a range of standard documents in an accurate and timely manner
- Implement and use a variety of systems to accurately collate, input, investigate and maintain data, as required by the Programme Director
- Process and issue information, correspondence and documentation in line with service needs
- Interface with customers, partners and stakeholders, provides advice, communicates changes and responds to enquiries and requests in an effective and timely manner
- Prioritise and make task related decisions within designated activities
- Contribute to team work planning to meet the changing needs of the service
- Collaborate with team members and peers across the UK to exchange knowledge and achieve joint projects and objectives
- Ensure all activities undertaken are in compliance with the organisation's Safety Policy
- Act in a way that demonstrates the organisation's commitment to Equality and Diversity for staff, students and partners

Measures of Success:

- Successful engagement of communities with the programmes
- Recruitment of a well informed, happy and effective team.
- Satisfied partner and community organisations
- Successful delivery of key priorities and objectives agreed as part of the organisation's development strategy

Knowledge, Education & Training:

- Numeracy and literacy at secondary education level (or equivalent demonstrable experience)
- Educational attainment at higher education level (or demonstrable equivalent experience)
- Good working knowledge/training of Microsoft Word/Excel/Outlook/PowerPoint and databases

Experience:

- Working with communities in a developmental or operational capacity
- Experience of working with diverse communities or equivalent training
- Office administration
- Working as part of a team and independently
- Working in a project support function/environment
- Experience of document organisation on large projects.
- Experience of the finance systems and processes
- Effective verbal and written communication skills
- Customer service
- Data reporting
- Ability to manage multiple demands whilst working to tight timescales
- Ability to work with a range of partners across different organisations.

Desirable:

- Experience of community arts leadership

- Educational or facilitation based experience.

The role will require travel around the UK and occasional unsociable hours to attend meetings and events

This is a part-time position working 4 days per week on a fixed term basis, with the option to increase hours or to extend.