



## **Ribble Valley Gateway Trust**

### **Job Description      Operations Manager**

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|------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Responsible to:  | Trustees of the Ribble Valley Gateway Trust.                                                                                                |
| Responsible for: | The organisation of the Trust, including providing line management of project managers and administrative support to the Board of Trustees. |
| Salary:          | Dependent on experience.                                                                                                                    |
| Part time:       | 20 hours per week.                                                                                                                          |
| Location:        | Hybrid: St James Church, Clitheroe and home working.                                                                                        |
| Contract:        | Permanent Contract, subject to a 3 month probationary period.                                                                               |

This is an exciting opportunity to join the Ribble Valley Gateway Trust in supporting the delivery of three diverse projects with the unified aim of serving our community and helping those in need by virtue of poverty, disability or poor mental health. The Operations Manager will support the individual Project Managers in their roles, whilst also serving the Trust Board. The post holder will work with Trustees to agree priorities and workload within the available 20 hours per week.

Whilst the Trust currently has three separate projects, an exciting aspect of this role will be to work with churches across the Ribble Valley in identifying new projects that could potentially be supported by this umbrella charity. The current projects are: Ribble Valley Foodbank, which provides food parcels to residents in need in Clitheroe and the Ribble Valley and also provides a one-stop multiagency hub to directly address issues that may enable individuals and families out of poverty; Gateway Trust Counselling, which provides a high quality, affordable counselling services to adults with concerns about their emotional well-being, in a safe and welcoming setting; and LoveClitheroe which runs big ecumenical events within the town.

An aim of Ribble Valley Gateway Trust (RVGT) is to advance the Christian faith and practice including but not exclusively to promote collective and personal training, outreach services and ecumenical worship and mission. Because of the proactive nature of the Operations Manager role, to work out RVGT's Christian vision and purpose, the post holder needs to be in agreement with our core values and basis of faith.

The need to liaise with leaders and ministries associated with the RVGT, and the ability to articulate, communicate and represent the Christian purpose, vision and strategy of RVGT is essential to the role. There is, therefore, an occupational requirement for the post holder to be a practicing, active Christian able to clearly demonstrate a personal commitment to the mission, purposes, values and practices contained in our ethos statement.



## **SPECIFIC RESPONSIBILITIES:**

### *Work with Trust Board*

- Administrative responsibilities to the Trust Board, maintaining effective records, taking minutes of Trust Board Meetings.
- Regular reporting to the Board about significant events or issues arising.
- Reporting to the board on how the operations of the charity are meeting the charity's objectives, including advancement of the Christian faith.
- The Post holder will report to the Trust Board, and ultimately the chair of Trustees.
- Maintain database of Trust policies and ensure that all policies are updated as needed.

### *Work with project managers*

- Line Management of Project Managers and administrative staff including monthly review meetings and annual appraisals. This currently applies to the Managers at Foodbank and Gateway Trust Counselling.
- Line management will include pastoral care and involve praying for and with (where appropriate and requested) those who are under the line management of the Operations Manager.
- Ongoing support to the Leadership teams within all three projects, including pastoral support.
- Be familiar with the running of each of the projects, visiting each one regularly.
- Participate in prayer meetings.

### *Communication*

- Leading meetings with prayer. Pastoral responsibilities by helping the community and volunteers develop their faith and understanding the Christian faith.
- Communication with other Stakeholders including Church leaders in the Ribble Valley and developing social media posts.
- Speaking engagements in churches.
- Overseeing Trust online communications, including website and social media.
- Publish brief quarterly Trust Newsletter for all Stakeholders.
- Oversight of Trust Social Media.
- Maintain and develop use of Microsoft Sharepoint, and manage Trust email accounts.



### *Fundraising*

- Organise and oversee fundraising events.
- Work with external Grant Fundraiser and pursue additional fundraising opportunities.
- Build a knowledge base of funding possibilities in the Ribble Valley.

### *Record Keeping*

- Maintaining records of HR, Safeguarding including DBS checks and Safer Recruitment, Health and Safety and other policies as required by the Trust, the Charity Commission and all regulatory bodies
- Data Protection Controller

### *Finance*

- Overseeing day to day financial processes in line with the Trust's finance policy, including budget monitoring and authorising expenditure within agreed limits.
- Discuss and approve payments for projects with Project Managers ensuring that set budget is maintained.
- Maintain accurate records of money spent at Board Level in conjunction with Trust accountants, using Xero accounting system

## **PERSONAL SPECIFICATION**

### *Essential skills and experience*

- Active involvement with churches and Christians of different denominations.  
There is an occupational requirement for the post holder to be a practicing, active Christian able to clearly demonstrate a personal commitment to the mission, purposes, values and practices contained in our ethos statement.
- Proven experience of Line Management.
- Excellent communication and interpersonal skills, with the proven ability to prioritise tasks and meet deadlines.
- Strong administrative experience (including budget administration), highly organized, and able to effectively juggle multiple administrative tasks at the same time.
- Experience managing finances for an Organisation.
- Proficient use of Microsoft Office Applications, including Sharepoint and internet services.
- Experience in managing the expectations of different stakeholders.
- Good written and oral communication.



### *Desirable Skills and Experience*

- Experience of managing a charity.
- Experience working in, or alongside, services supporting vulnerable people.
- Experience using Xero Accounting Software.
- Experience in fundraising or grant writing.
- Knowledge of local services.

### *Personal Attributes*

- Applicants should be supportive of the Christian Ethos and charitable objectives of Ribble Valley Gateway Trust
- Be committed to the vision, respect the ethos and uphold the values of the Ribble Valley Gateway Trust.
- Passion for social justice and a commitment to alleviating poverty.
- Flexibility in a changing work environment.
- Positive and enthusiastic attitude.
- Confident in communicating with people from a wide range of socio-economic backgrounds in a friendly, non-judgmental manner, and to convey information and win support.
- Strong work ethic and commitment to excellence.
- Eligible to work in the UK.

### *Other requirements*

- Travel around the Ribble Valley.

### *Training provided*

- Induction training.
- IT training.
- Training on Xero accounting system.
- Safeguarding training.
- GDPR training.
- Other training as required.