

HIGHGROUND JOB DESCRIPTION

JOB TITLE: Operations Manager	Location: Working from home
Reports to: CEO	Date: Sep 2023.
1. JOB PURPOSE A management position in the HighGround Charity. This is a varied and interesting role assisting serving personnel, Service leavers and veterans. It is an internally focused post. Notwithstanding the inward facing nature of the job, the Ops Manager will be the ‘face of HighGround’ at Rural Weeks, resettlement and employment events and otherwise represent the Charity as required by the Board, Chair and CEO. Additionally, the Ops Manager will work with the Board of Trustees and with the Advisory Panel as required. Primary responsibilities are listed at para 4 below. .	
2. JOB CONTEXT HighGround's mission is to Improve the wellbeing and employment prospects of serving personnel and veterans using the green environment. The Operations Manager is a key enabler for the delivery of this mission.	
3. ORGANISATION CHART <i>The ‘As is’ Organisational chart will be amended to reflect the arrival of the CEO an Ops Manager in Autumn 2023</i>	
4. ROLES AND RESPONSIBILITIES • Interlocutor between partner Land-based colleges and HighGround specifically for the loading, management and follow-up of the Rural Weeks portfolio at Bicton and idc at other locations. • The point of contact for all Beneficiaries. • Course delivery in conjunction with Land based colleges, • Raising awareness of Rural Week Programme through presentations, inter-organisational liaison and attending careers events, • Communications and Social Media coordinator inc provision of relevant content. This will necessitate extensive use of all social media channels and responsibility for the HighGround website. • In concert with the CEO and Founder, be the HighGround lead for all careers fairs, • In concert with the CEO and Founder maintain existing, and develop further, the Referral Partner network. • Managing (with the CEO & Advisory Panel) a network of organisations and	

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individuals offering vocational opportunities.

- Secretary to the Advisory Panel.
- Support of HighGround work at Defence Medical Rehabilitation Centre (DMRC) Stanford Hall a/r
- Managing Career Guides.
- Leading teams as needed in the pursuit of the Charitable Objectives.
- Support 'Friends of HighGround', contributing to quarterly Newsletter.

5. DECISION MAKING

As per the parameters agreed with the Chair and Chief Executive.

6. EXPERIENCE AND SKILLS REQUIRED

ESSENTIAL:

- Empathy with the UK Armed Forces and with our Charitable Objectives
- Strong knowledge of military transition process
- Excellent interpersonal and written communication skills
- Strong organisational skills
- Ability to self-manage and to work to deadlines.
- Ability to present professionally and credibly across a wide audience reach.
- Competent with Microsoft Office 365
- Competent in website and social media use and development, including the use of Word Press, Photoshop, all mainstream social media. (Note some training may be provided to hone skills in individual software tools or platforms).

DESIRABLE:

- Voluntary sector experience
- Knowledge of some elements of the land-based sector
- Experienced in the use of social media (Twitter, Facebook, LinkedIn etc)
- Experience of Word Press

7. TERMS AND CONDITIONS

The post holder will work primarily from home but must be prepared for significant UK travel including (but not limited to) Bicton College (Devon), DMRC Stamford Hall (Leicestershire), Askham Bryan College (Yorkshire) and careers fairs nationally. The Charity will provide a laptop computer and mobile telephone. Travel and Subsistence is payable.

Salary

£33,000 pa reviewed annually

Contract – Headlines *(details to be provided to short listed on request)*

5 days a week. Nominal 7.5 hour days but this may flex depending on location and task.

TOIL will be applicable by agreement with the Line Manager

Holiday allowance 25 day p/a plus Public Holidays increasing by 1 day per year served to a

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maximum of 30 days.

Pension – contributory to be agreed by contract. The employer will normally contribute 3%

Contract term

Permanent, Full time on completion of 6 month probation.

Start date

1st December, 2023 or shortly thereafter.

8. JOB DESCRIPTION REVIEW

The job description will be reviewed annually alongside the performance appraisal review, or as dictated by other operational circumstances.

This job description outlines the duties of the role the successful candidate will be asked to undertake; it is not exhaustive. In accepting this role, you agree that you may be required to undertake other tasks/roles for which you are qualified if this is believed to be in the best interests of the organisation.