

HIGHGROUND JOB DESCRIPTION

JOB TITLE: Operations Manager	Location: Working from home
Reports to: (in interim) Chair – CEO on arrival	Date: July 2023.
1. JOB PURPOSE A key leadership position in the HighGround charity. This is a varied and interesting role assisting serving personnel, Service leavers and veterans. It is an internally focused management position. 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 provided on request to short listed candidates. Candidates should note that this structure will develop as the charity moves forward.</i>	
4. ROLES AND RESPONSIBILITIES • Line management of designated staff • Interlocutor between partner Land-based colleges and HighGround including for the loading and management of the Rural weeks’ portfolio and, with the Exec Director, for establishing that portfolio in other locations. • Administrative interlocutor between Defence Medical Rehabilitation Centre (DMRC) Stanford Hall and HighGround. • Course delivery as required, both in person and virtually. • 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 • Acting in concert with the Exec Director, be the HighGround lead for all careers fairs. • Acting in concert with the Exec Director maintain existing, and developing further, the Referral Partner network Develop.	

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- Managing (with the Advisory Panel) a network of organisations and individuals offering vocational opportunities.
- Beneficiary POC for Rural Week Programme enquiries, dates, and qualifying criteria
- Being responsible for all follow-on support to Beneficiaries including ownership of relevant social media sites such as the LinkedIn HighGrounders Group
- Member of and secretary to the Advisory Panel.
- Managing Career Guides.
- Contributing to quarterly Newsletter.
- Leading adhoc multifunctional and interorganisational teams as needed in the pursuit of the charitable objectives.

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 / O365

DESIRABLE:

- Voluntary sector experience
- Knowledge of some elements of the Land based Sector
- Experienced in the use of social media (Twitter, Facebook, LinkedIn etc)

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 (Yorkshire) and careers fairs nationally. The charity will provide a Laptop computer and mobile telephone. Travel and Subsistence and payable.

Salary

£35,000 – 40,000 pa reviewed annually

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

5 days a week. Nominal 8 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

Pension - contributory

Contract term

Permanent, Full time on completion of 6 month probation

Start date

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1 st September, 2023 or shortly thereafter.
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8. JOB DESCRIPTION REVIEW

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