

Operations Officer (0.8) at Culture Vannin

Job Title:	Operations Officer (0.8)
Division:	Culture Vannin
Location:	St John's
Responsible to:	Director, Culture Vannin
Hours:	30 hours per week (0.8)

Overview

Culture Vannin has a strong history of supporting and promoting Manx culture through development, education and grant-giving work since we were established as the Manx Heritage Foundation by Act of Tynwald in 1982. Under our full name, the Manx Heritage Foundation, we are a Manx registered charity working to promote Manx culture and cultural heritage in inclusive, engaging and creative ways. We employ development officers to work with the community and with agencies and departments across government and the private sector. The Operations Officer is responsible for the underpinning of all daily operations of the charity, compliance with legislation, office management and coordinating building maintenance.

What will you do?

The Operations Officer will be responsible for the daily operations of the charity, ensuring the smooth running of the organisation, public exhibition and building, compliance with all legislation and policies, and developing and reinforcing processes and procedures. You will take on the role of Data Protection Officer and Health and Safety Officer in the small office environment.

The ideal candidate will have experience of office management in a small organisation or charity, of developing and reinforcing processes and procedures, and working with confidential data. You will lead on our general operations and seek continuous improvement of our processes and policies.

You will be responsible for records management and grant administration, as well as coordinating building maintenance with contractors. You will lead on health and safety, and fire safety within the team, with support from other officers.

You will be a highly organised, computer literate and motivated individual, with strong communication skills and a high standard of spoken and written English, and be good at working in a small team. You will be someone who can create structures and implement effective processes where needed. You will have exceptional organisational skills, attention to detail, and the ability to multi-task, with a strong 'can-do' attitude. You will have strong interpersonal, written and verbal communication skills. You will be self-motivated with an ability to diagnose a problem, determine a solution and implement it swiftly.

You will monitor charity regulations compliance and the legislative framework surrounding the charity, and keep up to date with the latest government advice and directives, providing the organisation with appropriate guidance.

This role reports to the Director. You will work alongside the Director, Finance and Admin Officer, Hon Treasurer, and development officers, and to support the charity's trustees. Future opportunities to develop fundraising projects can be explored within the role once other projects are complete.

What does that involve?

- Review and improve office systems for all of the charity's work.
- Ensure effective records management and GDPR compliance, acting as Data Protection Officer, and liaising with the Public Record Office.
- Ensure compliance with all legislation surrounding the charity as a government-funded body.
- Ensure compliance with Health and Safety, with responsibility for regular checks, risk assessments, etc., acting as Health and Safety Officer and Fire Safety Officer.
- Prepare quarterly board packs, take minutes at board and other meetings, ensuring professional advice relating to the legislative framework is provided to the Board and officers.
- Take responsibility for governance reviews and ensure best practice and effective implementation of all policies.
- Manage all aspects of grant applications, processing and filing, including end of project monitoring, working alongside the Finance Officer.
- Process ISBNs and all licensing for new publications, ensuring copies are archived properly.
- Support the Director and colleagues and provide cover when necessary.
- Coordinate all facilities issues (telephones, building, IT) including maintenance, working with contractors and in conjunction with the Finance Officer.
- Develop and maintain effective internal communication channels.
- Act as a point of contact for general telephone calls and emails into the Charity.
- Undertake small *ad hoc* projects to support the organisation, including the potential for fundraising once other systems are in place.

Person Specification		
Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility		
5 GCSEs at Grade C or above (including English language and Mathematics) or recognised equivalent qualifications	D	CV/Checks
Experience of managing the delivery of services and functions in a demanding and diverse operational environment.	E	CV/Interview
Builds supportive relationships	E	Interview
Experience of collaborative working	E	CV/Interview
Is professional and credible	E	Interview
Capability		
Experience in management of a small office and/or charity	E	CV/Interview
Experience of Isle of Man Data Protection and Public Records legislation	E	CV/Interview
Experience of developing good records management	E	CV/Interview
Experience of Health and Safety and conducting risk assessments	E	CV/Interview
Strong communication skills (written and oral)	E	CV/Interview
Good IT skills, confident with Microsoft Office	E	CV/Interview
Good organisational and time management skills	E	CV/Interview
Encourages innovation and supports change	E	CV/Interview
Makes considered decisions	E	Interview
Character		
Trusts and is trusted	E	Interview
Inspires, motivates and empowers	E	Interview
Ability to remain calm under pressure	E	Interview
Other requirements		
Isle of Man worker	D	Application/Checks