



**Triple C**  
(Liverpool)

Christ Church Community Centre,  
Sedgemoor Rd,  
Liverpool, L11 3BR

Registered Charity 1118424  
Company Limited by Guarantee 05384480

Helen Edwards  
Chair of Trustees  
helen@triplecliverpool.org

July 2023

Dear Applicant,

Thank you for your enquiry regarding the post of Operations Manager at Triple C (Liverpool). I have pleasure in sharing further information about the post.

Please find enclosed:

- Job description
- Person specification
- Application form and Equal Opportunities monitoring form (separate Word Document file)

Triple C (Liverpool) evolved as an independent, incorporated charity from a close collaboration between the three Anglican churches in Norris Green and Croxteth. It's now a strong partnership with several local churches and we are looking to strengthen and develop this in our next phase. We hope that the three Anglican churches will soon be part of *Christ our Hope*, the new parish brought about by a change process in Liverpool Diocese called Fit for Mission. This will require change within Triple C and we hope that the Operations Manager will play a significant role in navigating the charity's direction in this new landscape, as we continue to work together to make a difference in Croxteth and Norris Green.

In this changing landscape, the role of Operations Manager is a dynamic one. They will need to develop and adapt with the charity. We hope to appoint somebody who will boost our capacity to shape, flex and resource Triple C for the time ahead. The job description highlights the priorities we currently identify. We anticipate that the Operations Manager will contribute their particular gifts and talents, strengthening our team and therefore the charity.

We encourage candidates to visit our website [www.triplecliverpool.org](http://www.triplecliverpool.org) to find out more about the charity, our values and the scope of our activities. We are also open to a preliminary conversation with anybody who is considering applying. Please contact me by email if you would like to arrange a time for this.

*Completed applications should be returned to:-*

[Helen@triplecliverpool.org](mailto:Helen@triplecliverpool.org)

Hard copies can be sent to:-

Helen Edwards, Triple C (Liverpool), c/o The Vicarage, 4 Christ Church Close, Liverpool, L11 3EN

The closing date for applications is **5pm on Saturday 12<sup>th</sup> August 2023**.

We will not be acknowledging applications, so, if you have not heard from us by Saturday 19<sup>th</sup> August, we thank you for your application but you should assume you have not been shortlisted. The interviews are planned for Thursday 24<sup>th</sup> August and may include a task as well as questions from a panel.

We look forward to hearing from you.

Yours faithfully,

*H Edwards*



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## JOB DESCRIPTION: OPERATIONS MANAGER

- Employer:** Triple C (Liverpool)
- Responsible to:** The Chair of Triple C, or as delegated
- Salary:** £21,600 - £22,400 based on 30 hours per week (pro rata for 25 hours) and depending on experience.
- Hours:** 25-30 hours per week (usually Mon to Thurs – some evening and weekend work may be required. Can be flexible over how this is worked. Partial hybrid working considered.
- Contract:** 3 years fixed term contract
- Holidays:** The normal paid annual leave is 5 working weeks and public holidays (both pro rata)
- Car Use:** It is desirable that the post-holder owns and runs a car. The mileage allowance (currently 40p per mile for the first 4,000 miles in any one year) will be paid for all necessary journeys undertaken in connection with work. It will not be paid for normal journeys between home and work base.

### Terms and conditions:

Any appointment will be subject to satisfactory references and fulfilment of safer recruitment process, Enhanced Disclosure and Barring Service check and as appropriate, subsequent risk assessment. Safeguarding training will be completed on appointment.

A standard contract will be adopted and will relate to other Triple C (Liverpool) policies.

There will be a six month probationary period, during which one week's notice is required on either side. After the probationary period, one month's notice is required.

### PURPOSE OF JOB: THE OPERATIONS MANAGER WILL

1. Ensure **excellent service delivery** that focuses on supporting people to achieve their desired outcomes.
2. Ensure that the **internal operations** of the charity organisation work effectively and efficiently
3. Work with the Chair and Trustees in the areas of **staff management and support** to develop the organisation as an employer of choice through the recruitment, retention, support and development of staff.
4. Work with the project leads in **volunteer management and support:** overseeing the recruitment, management and development of volunteers
5. work together with the trustees, staff and volunteers to maintain, promote and **develop the ethos, values and profile** of the organisation to fulfil its charitable aims

### MAIN DUTIES:

**Service Delivery:-** The OM will ensure excellent service delivery that focuses on supporting people to achieve their desired outcomes. This will be achieved by:-

- Strategic, business, finance and funding planning.
- Ensuring successful implementation, development and review of strategies.
- Effective and robust monitoring and evaluation.
- Building relationship with funders, alongside the trustees and the Support and Development Worker.

**Current projects:** Debt Advice, Children and Family Support Project, Older Persons Support Project, Volunteering, Foodbank, Food Pantry

**Internal operations:** ensure that the internal operations of the charity organisation work effectively and efficiently. This will be achieved by:-

- Having a working knowledge of areas of internal oversight managed by the Support and Development Worker, enabling the OM to hold the strategic overview and ensure the charity is run well. This includes:-
  - Finance and fundraising
  - Staff contracts, payroll and employee responsibilities eg. pension
  - Charity insurance
- Requesting regular reports from projects leads and collating to provide report for Trustees
- Compiling the charity annual report.
- Attending and clerking Trustee meetings.
- Ensuring appropriate staff induction, policy reviews, IT and legal compliance.

**Staff management and support:** work with the Chair and Trustees in the areas of staff management and support to develop the organisation as an employer of choice through the recruitment, retention, support and development of staff. This will be achieved by:-

- Appropriate staff recruitment.
- Preparation of job descriptions and employment contracts.
- Appropriate staff supervision, appraisal and training.
- Effective internal communication that strengthens the whole Triple C team (including volunteers).

**Volunteer management and support:** oversight of volunteer policy, recruitment, management and procedures: working with project leads, supporting on deployment, supervision, support and development. This will be achieved by:-

- Implementing and reviewing the volunteer policy and procedures.
- Following the safer recruitment process.
- Supporting and organising training for volunteers.
- Gathering data on volunteer hours and service and ensuring we fully celebrate them.

**Ethos, values and profile:** work together with trustees, staff and volunteers to maintain, promote and develop the ethos, values and profile of the organisation to fulfil its charitable aims. This will be achieved by:-

- Raising the profile of the charity.
- Oversight and development of website and social media.
- Building positive relationships both within the organisation, with partners and the local community.
- Creating a healthy working environment and establishing our values across the whole organisation.

The post holder may be required to undertake other duties that fall within the nature of the role and responsibilities of the post as detailed above.

The person appointed will be expected to work within the ethos of Triple C and have high standards of practice in all areas of work. The need to respect confidentiality is paramount, as is a mature and flexible approach to the work. Training and support will be offered as appropriate.

## PERSON SPECIFICATION – OPERATIONS MANAGER

*We are seeking to appoint somebody who can contribute positively within the ethos and values of Triple C (Liverpool) and can offer the following:-*

<b>QUALIFICATIONS AND TRAINING</b>	<b>ESSENTIAL/ DESIRABLE</b>
Educated to GCSE level or equivalent including English and Maths at grade C or above	Essential
Fulfil safer recruitment process, include self declaration, enhanced DBS disclosure and safeguarding training	Essential
Right to work in the UK	Essential
<b>EXPERIENCE AND SKILLS</b>	
Experience in strategic, business, finance and funding planning and implementation	Essential
Experience in staff and volunteer recruitment, induction, training and management	Essential
Experience of coordinating volunteer-resourced activities/projects	Desirable
Computer literacy and competence in working with Microsoft 365 (must include Sharepoint, Word, Excel, Publisher and Powerpoint)	Essential
Experience and skills relevant to facilitate and enable quantitative and qualitative monitoring across Triple C projects	Desirable
Experience in collating, interpreting and reporting on monitoring information	Desirable
Excellent communication skills, including written English	Essential
Worked within the voluntary sector	Desirable
<b>APTITUDES</b>	
Self-starter with proven experience to efficiently manage own workload and priorities	Essential
Excellent communications skills with people of all ages and backgrounds	Essential
Open and friendly disposition, ability to be tactful – good emotional intelligence	Essential
Enthusiastic and empathetic, with an ability to inspire and motivate others	Essential
Team player who enjoys bringing out the best in everybody	Essential
Desire to work for a community based organisation or charity	Essential
<b>KNOWLEDGE</b>	
Knowledge of relevant key legislation and good practice	Desirable
Knowledge of funding sources and application processes	Desirable
<b>OTHER</b>	
Willingness to work flexibly and undertake other duties as requested in line with the level of responsibility	Essential