Operations Manager

About MRCT

The Michael Roberts Charitable Trust is a well-established Christian-based charity aiming to develop lives in the Harlow area. We are probably best known for running the Harlow Foodbank. We also run other great projects: Maybury Open Door, The Bounty Club and Bump to Five.

MRCT's mission is to promote the value and significance of every person: offering help through life's obstacles and empowering them to develop their potential and self-confidence. By giving support and encouragement we provide opportunities for community integration, enabling everyone to help meet local social needs in a positive and practical way.

We are a small charity that is not afraid of expanding when we see the need. This means that behind it all we need someone who is rock solid in making sure our operations run smoothly and achieve our objectives.

That person, based at our office at the Store House on the outskirts of the town, is our Operations Manager.

Our team…

MRCT currently employs 13 people; most in part-time roles. We also attract amazing local volunteers whose generosity is the backbone of our work. There are over 100 of these, and key to our success is treating them as valued colleagues alongside paid staff. The Operations Manager is a lynchpin role in this respect and needs to be great at engaging and involving those who come to help us in this way, even though you will seldom be directly supervising them. At the same time you will work in a facilitative and sometimes authoritative way with the staff team – ensuring compliance and best practice across all projects.

MRCT's staff are:

- Our CEO – developing project plans and teams; overseeing longer-term vision; raising funds to secure progress; networking across the town; managing Managers…
- Operations Manager – ensuring the day to day running goes smoothly; supporting recruitment of volunteers; keeping all kinds of supplies in stock; supporting use of our vehicles; responding to donors and outside agencies; ensuring all operating policies are in place and observed; first point of contact in the office
- General Manager of Harlow Foodbank & Bounty Club – overseeing logistics of the Store House space including health and safety of volunteers; ensuring donated food items are packed and find their way to the public through the Foodbank (free long-life food packages to people in crisis) and Bounty Club (low-cost fresh food to low income households)

- Bump to Five Manager- running this project that accepts nearly new items for children aged new-born to five, sorting and preparing them to be gifted to parents needing support
- Inclusion Support Manager (currently not in post) supporting our work with people with learning difficulties, physical disabilities or social integration issues, predominantly through Maybury Open Door drop-in centres.
- Bounty Club coordinator – picking up fresh food 5 days a week to provide at low cost to households in hardship
- Maybury Open Door community worker team: looking after the drop-in centres which open 3 days a week across 2 different venues
- Our Honorary Treasurer is a brilliant volunteer who deserves mention in this list as a mainstay of our operations, although not on payroll, he does our books and accounts and you will work with him regularly.

About you, your skills and experience

This a highly multi-faceted role. We are looking for someone who is a born organiser: practical and versatile - great at communicating with all kinds of people and getting things done.

You also need some higher-level operations knowledge such as understanding project management and many elements of operational compliance. This will include forward planning, health and safety, safeguarding, volunteer management, financial management, personnel and administration.

We expect the postholder to be fluent with Microsoft Word and Excel software and understand best practice in data management.

No two days are the same at MRCT! People arrive with very strange offers and requests – if you enjoy that spontaneity you are going to enjoy working here. It would help if you can be persuasive in the friendliest of ways. We operate on a tight budget and many people support us with 'in kind' offers when asked. Often situations can arise when warmth and good humour save the day.

Experience of the voluntary sector is not necessary for the post, but if you haven't had it you will need to pick up the differences of working with a workforce that contains both volunteers and employed workers. Similarly, we don't expect someone to have had experience in all of the aspects of social care that the charity covers, but we do expect all staff to have empathy with those we support and work for, showing understanding and solidarity with their circumstances.

Alongside these skills our general ethos is very hands-on for all staff. 'No job too small' probably sums it up. Keeping a variety of projects on the go means occasional moments when we all just 'muck in'.

Practical details about the post

The salary is £27,000 per annum pro rata (£14,595 for 20 hrs per week).

Annual leave is 28 days pro rata (including bank holidays when they are your working days). We usually give the team time off between Christmas and New Year that doesn't come off your allowance. We have an in-house pension policy that you will be added to.

The hours of work are expected to be 4 daytime hours per day over 5 days: 9 am to 1 pm.

This is a permanent contract with a 6-month probation period.

Our Store House is not accessible via public transport. It will be your place of work. At the moment our office on the first floor is not easily accessible for people with disabilities but it can be made so. We are serious about working with the right candidate to make this role work for them.

Recruitment process

We are fully committed to running a recruitment process that underlines our commitment to equal opportunities and wider inclusion and diversity. That means:

- A broad job-search, reaching out through as many different channels as we can
- Blind sifting (no details of any candidate's background will be given to those assessing job applications)
- No emphasis on qualifications that might be harder for some to obtain
- A selection process based on values, skills and competencies

We want to support people with disabilities and are fully committed to make any reasonable adjustments so that everyone can apply to this role.

The application process:

Please check out our web site on www.mrct.org.uk for further background to the charity. Feel free to call 01279 724515 to discuss the post before applying.

Return your application to us at by 9 a.m. on Weds 1st June 2022.

Interviews for the post are scheduled for 9th June at the Store House, Unit 8 Housham Hall Farm, Harlow Road, Matching Tye CM17 0PB.

We would like the successful candidate to start as near to 4th July 2022 as possible.

We regret that we are not likely to be able to respond to requests for feedback on applications, and if we have not got back to you by close of play on Monday 6th June you will not have been successful in your application.

Thank you for your interest in this post and our work.