

ROLE TITLE	Operations Manager
Accountable To	CEO
Relationships with	Management of operational staff and volunteers Shared responsibilities with Senior Management team Links to Board of Directors & Committees

ROLE OVERVIEW
<p>This is a paid role responsible for the effective and efficient running of all the operations and processing of the Credit Union including member customer services and back-office functions.</p> <p>Line managing operational staff and volunteers, this role is also responsible for ensuring high calibre recruitment, training, development and supervision processes, and for promoting a positive culture for staff, volunteers and members alike.</p> <p>Operating within a small but dynamic team in the financial services sector, this role will offer varied challenges, and encompasses both service delivery and strategic elements requiring proactivity and a solution driven approach.</p> <p>In conjunction with the CEO to act as Ambassador for the organisation by promoting the business at partner events, conferences, team meetings etc. and to support the delivery of the business' aims, objectives and business plan targets.</p>

KEY ACTIVITIES
Ensure that all operational processes, procedures and policies are clear, simple and useable, comply with the most up to date regulation and are applied consistently across all business areas.
Recruit, manage, motivate, develop and support all operational staff and volunteers ensuring appropriate minimum standards are set and maintained, and that poor performance is proactively identified and managed.
Provide day to day management of Derbyshire Community Bank (DCB) delivery locations, including (but not limited to); oversight of operations, resourcing, and health and safety.
Contribute fully as a member of the DCB Senior Management Team to the overall management of DCB, both within the CU and externally, support the functions of the Board of Directors, and deputise for the CEO as required.
Identify and achieve performance targets across a range of KPI's, including driving efficiencies and achieving time and cost savings within the CU's processes, systems and procedures
Deliver cost effective but exceptional customer service to all existing and prospective members, and seeking opportunities for continuous improvement in all areas of customer service
Ensure DCB attracts and retains new active membership; personally, acting as an ambassador for DCB with individuals and organizations alike, and managing our social media and other online presence to widely promote our products and services to relevant markets.

KEY ACTIVITIES
Ensure the smooth running of the DCB office, and that delivery teams have the resources required to deliver high calibre member services, this includes managing day to day relationships with key service providers and suppliers
Positively contribute to business development activities, and implement ideas and initiatives which help to grown and improve the CU's services
To fully utilize the CU's suite of IT and MI packages, acting as in-house champion for those systems, and working with the CEO and external providers in continuously improving those systems and their utilization.
Assist CEO to identify, assess and mitigate risk within DCB's services, ensuring all appropriate AML, safeguarding and health and safety measures are in place. As well as acting as a key member of the crisis response team delivering an appropriate and timely response to a variety of threats, including but not limited to; Money Laundering or Fraudulent Activity, Business Continuity Threats, Cyber Attacks, Health and Safety Incidents, Data Protection Breaches, or other Regulatory Anomalies.
Lead by example in setting in-work expectations and behaviours, and taking the lead on challenging situations such as member complaints.
To collate, analyse and act upon key reporting, and trend data and to translate and communicate complex information clearly to colleagues and members alike.
To manage team, and other operational logistics, including minimum service and staffing levels, including the direct delivery of services as and when required to enable this.

COMPETENCY FRAMEWORK	
AREA	INDICATORS
Leadership & Team Management	<p>Essential:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Experience and skills in people management <input checked="" type="checkbox"/> Experience and skills in financial management systems/processes <input checked="" type="checkbox"/> Able to communicate with people at all levels <input checked="" type="checkbox"/> Able to command the confidence of the Board, Management and Staff alike <input checked="" type="checkbox"/> Abilities in recruitment, appraisal and performance management generally <input checked="" type="checkbox"/> Ability to create a positive and inclusive working environment which fosters wellbeing whilst encouraging innovation and improvement <input checked="" type="checkbox"/> Ability to confidently and competently deal with challenge from and the need to provide challenge to staff teams on occasion <input checked="" type="checkbox"/> Ability to effectively deputise for the CEO as and when required providing internal and external leadership representation for DCB <input checked="" type="checkbox"/> Experience in managing programme or service delivery <input checked="" type="checkbox"/> Ability to assess and anticipate training and support needs within teams, and to provide in house training/coaching to individuals and teams as required <p>Desirable:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Experience with recruiting and managing volunteers <input checked="" type="checkbox"/> Experience in managing service delivery in a regulated environment

COMPETENCY FRAMEWORK	
AREA	INDICATORS
Diversity	<p>Essential:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> A personal commitment to upholding and promoting anti-discriminatory practice at all times, encompassing all possible protected characteristics be these visible or otherwise. <input checked="" type="checkbox"/> Broad cultural awareness and sensitivity to the needs of all groups of identity <input checked="" type="checkbox"/> Willingness and ability to challenge all forms of stereotyping, prejudice, discrimination and bias be such demonstrated through act or omission. <p>Desirable:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Awareness of the issues around financial inclusion amongst disadvantaged social groups. <input checked="" type="checkbox"/> Awareness of the communities served by DCB and the specific challenges faced by those communities, especially in relation to parity of access to financial services.
Planning & Organising	<p>Essential:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Keen eye for detail <input checked="" type="checkbox"/> Proactive and solution focussed approach <input checked="" type="checkbox"/> Effective problem solving and decision making <input checked="" type="checkbox"/> Ability to respond quickly and effectively to changing situations <input checked="" type="checkbox"/> Experience of project management and structured thinking skills <input checked="" type="checkbox"/> Ability to use financial and other numerical data to identify and manage trends or issues <input checked="" type="checkbox"/> Ability to work to specified timescales and meet quality/regulatory standards <input checked="" type="checkbox"/> Ability to work effectively under pressure <input checked="" type="checkbox"/> Ability to plan and manage resources to best meet business need, including human resources <p>Desirable:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Experience of co-ordinating staff in different roles and at different locations

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Communication	<p>Essential:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Effective written communications in the form of email, letters, reports, proposals and plans. <input checked="" type="checkbox"/> Effective verbal and inter-personal communication skills both in person and via remote media such as over the telephone or via zoom. <input checked="" type="checkbox"/> Ability to confidently present to small and large groups <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Ability to lead and conduct meetings, internally and with the public <input checked="" type="checkbox"/> Ability to understand, and translate complex information/concepts into plain English, and to communicate these to others <input checked="" type="checkbox"/> To contribute to marketing and other campaigns as required <input checked="" type="checkbox"/> To proactively seek out opportunities to promote DCB and the work of the CU <input checked="" type="checkbox"/> Ability to deal with sensitive and challenging situations with professionalism and discretion <p>Desirable:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Experience of delivering training and facilitating groups <input checked="" type="checkbox"/> Experience of developing staff training <input checked="" type="checkbox"/> Experience of using multiple media platforms to promote services, and/or experience of running publicity/marketing campaigns
Operational & Technical	<p>Essential:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Experience of working in process/system driven roles <input checked="" type="checkbox"/> Use of both generic and custom Information and Communications Technologies (ICT) <input checked="" type="checkbox"/> Thorough understanding of Data Protection and it's applications in financial/customer services <input checked="" type="checkbox"/> Strong numerical skills, and the ability to understand, and administer accounting processes <input checked="" type="checkbox"/> Experience of managing relationships with service providers and/or suppliers <input checked="" type="checkbox"/> Willingness and ability to work within a regulated environment, maintaining contemporary understanding of all applicable regulations and ensuring their accurate application in day to day work activities <input checked="" type="checkbox"/> Ability to write and review policies and procedures to support best a practice delivery model <input checked="" type="checkbox"/> Ability to contribute towards DCB's business plan, through operational goal setting and performance management <input checked="" type="checkbox"/> Ability to understand business risks, and support the DCB team to provide services in a manner which controls the level of financial and other risk to DCB or it's Members <p>Desirable:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Experience of working in financial services, banking, accounting or similar process/system driven roles <input checked="" type="checkbox"/> Experience of customer service or public facing programme delivery

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Personal Responsibility	<p>Essential:</p> <ul style="list-style-type: none"> ☑ Flexible mind set, able to see and plan for the 'big picture' as well as responding to short term issues ☑ Self-motivated and self-managing, 'can do' disposition ☑ Ethical and sensitive behaviour at all times ☑ Effective team player ☑ Willingness and ability to undertake a flexible working pattern where required, including early mornings, evenings and weekends on occasion. ☑ Committed to continuous improvement, including a personal commitment to continuing own learning and development ☑ Willingness and ability to provide operational cover where required ☑ Willingness and ability to deputise for CEO where required ☑ Willingness and ability to represent DCB at external events both virtually and in-person which may require occasional travel out of the area ☑ Willingness and ability to work primarily from DCB's main offices based in central Derby ☑ Ability to offer and receive professional challenge within DCB's team where required, and to work constructively with others in doing so ☑ Desire and ability to act as both ambassador and role model within DCB, and when representing DCB, modelling the CU's values in doing so.

ROLE CONTEXT & ENVIRONMENT
<ul style="list-style-type: none"> ☑ DCB is a small organisation with complex relationships, shifting priorities and variable funding streams, operating in a challenging and rapidly changing financial world. ☑ DCB's operations are regulated, and the postholder must be able to understand such regulations, and direct their work, and their team's work to be always conducted in a compliant manner. ☑ The role has broad operational scope, and is responsible for the day to day supervision and directing of all key business functions ☑ The post holder will need to be able to work in a self-directed manner, motivating themselves and their team ☑ The post holder will need to be able to assess and manage financial and operational risk factors, and effectively manage by exception ☑ The post holder needs to work positively and effectively with staff, volunteers and directors alike ☑ The organisation is heavily dependent for its success on the recruitment, management, development and retention of quality staff and volunteers, to which this post is integral

OTHER ROLE REQUIREMENTS & ISSUES

- Access to reliable and effective transport for travel within the County is essential, payment will be made for work related journeys and subsistence
- Flexibility as to hours of work to include early mornings, evenings and weekends as required
- The job holder will need to declare and keep up to date any potential conflicts of interest from their own activities or relationships.
- The post will be subject to an enhanced (Standard) DBS and other security checks as required

Prepared by	Agreed by	Last Revised
Phil Cole		

Salary: £31,000

Hours: 37

Contract: permanent following successful completion of a 6-month probationary period

Base: Derby City with occasional travel

Other Benefits:

Car parking costs will be covered

5% Contributory Pension Scheme under Auto Enrolment Scheme

30 Day's Annual Leave, Plus Bank Holidays