



RAW Workshop

JOB DESCRIPTION

Job Title: Operations Manager

Salary: Up to £35,000 dependant on experience

Reports to: Head of Operations

Hours of work: Monday – Thursday (08:00-16:00), Fridays (08:00-15:30)

Contract type: 12 Month Maternity Cover

Role Overview

Within this role you will need to be highly motivated and skilled Operations Manager to oversee and enhance our operational processes. You will be responsible for ensuring efficient production, managing resources, and driving continuous improvement initiatives. This role requires strong leadership abilities, strategic thinking, and a commitment to excellence in service delivery.

Main Duties and Responsibilities

- 1) Oversee daily operations to ensure efficiency and effectiveness across all departments.
- 2) Coordinate with head of department managers to optimise overall resource allocation and workflow.
- 3) To assist with Identifying areas for improvement and lead initiatives to enhance productivity.
- 4) Foster strong communication within the teams to promote collaboration and resolve issues.
- 5) Develop and implement operational policies and procedures to enhance productivity.
- 6) Manage human resources functions, including recruitment, training, absence reporting, compliance and employee relations.
- 7) Utilize Xero for financial management and reporting, ensuring accurate bookkeeping is completed by the Finance assistant.
- 8) Health & Safety – Completing and updating all risk assessments, leading quarterly health & safety meetings with staff, liaising with our H & S company on any issues, assisting with any audits and managing business compliance.
- 9) Workshop – Assisting the Workshop Manager in processing client orders, arranging deliveries & site visits etc where required.
- 10) Assisting the Head of Operations with all operations tasks as required.



All Members of our Crew need to:

Follow and adhere to all company policies and procedures.

Attend all mandatory training required to complete and maintain your role, ensuring you keep up-to-date with changes to specific laws and legislation that are relevant to your role.

Comply with all Health and Safety measures to keep visitors, volunteers, colleagues and yourself safe by conducting regular checks within all areas as required.

Represent the company in a professional and appropriate manner at all times by considering punctuality, personal appearance and boundaries, including equal opportunities.

Please note this list is not exhaustive and you will be required to complete tasks that ensure the needs of the business are met at all times.

This job description is subject to amendment following discussion with the post holder.

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Person Specification: Operations Manager**

Requirements	Essential	Desirable
Knowledge	<ul style="list-style-type: none">- Competent use of all Microsoft office & google programmes- Strong understanding of operational processes, supply chain management, and quality control.	<ul style="list-style-type: none">- The use of Xero finance systems- Proficient in data analysis and performance metrics to drive decision-making
Experience	<ul style="list-style-type: none">- 2 years management experience- Proven experience in an operations management role or similar position within a relevant industry.-- Customer service experience	<ul style="list-style-type: none">- Working with people from vulnerable backgrounds-
Skills & Aptitudes	<ul style="list-style-type: none">- Exceptional communication skills, both verbal and written.	<ul style="list-style-type: none">- Project management experience

	<ul style="list-style-type: none"> - The aptitude to think on your feet and follow your initiative. - Excellent leadership skills with the ability to motivate and develop team members. 	
Personal Qualities	<ul style="list-style-type: none"> - Caring - Good time keeping - Efficient - Being coachable - Having great, energy, passion and work ethic. 	<ul style="list-style-type: none"> - Resilient Forward thinking
Circumstances	<ul style="list-style-type: none"> - Must be able to work full time - Must be able to work from the office for full hours 	<ul style="list-style-type: none"> - Full UK Driving licence