

Operations and Services Executive Manager

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Company: EAST DURHAM COMMUNITY DEVELOPMENT TRUST LIMITED

Location: Peterlee

Category: other-general

Operations and Services Executive Manager Reporting to: Chief Executive

Officer Responsible for: The Operations and Services Executive Manager will lead, direct and manage systems and service operations across the organisation. The post holder will be responsible for all aspects of systems and service operations, ensuring the delivery of services in line with contracts and/or funder requirements and the charitable aims of East Durham Trust. This post will be focused supporting high quality and positive outcomes for the communities of East Durham. The post will deputise for the CEO when necessary. Hours: 37 hours per week Salary: £37,500 Duration: Permanent Benefits: 28 days holiday (plus Bank Holidays) rising to 32 days for long service, Contributory Pension through Nest, TOIL system, Access to training scheme, Employee Assistance Programme, Employee Childcare Voucher, Complimentary tea and coffee throughout the day, Free staff parking Outline: East Durham Trust are looking for a dynamic and capable person to join the Senior Management Team of East Durham Trust as the organisation embarks on a period of evolution. The new post of Operations and Services Executive Manager will lead, direct and manage systems and service operations across the organisation. The post holder will be responsible for all aspects of systems and service operations, ensuring the delivery of vital community services and the charitable aims of East Durham Trust. This post will be focused supporting high quality and positive outcomes for the communities of East Durham. The Operations and Services Executive Manager will support a departmental team of five to oversee all aspects of organisational systems and support the delivery of vital service operations, ensuring delivery aligns with contracts and charitable aims, while

fostering innovation and collaboration for positive community outcomes in East Durham. The post will also play a key role in strategic development, business planning, and external representation, including deputising for the CEO when necessary. The post offers significant opportunities for innovation, development, and growth of existing systems and services working closely with counterpart roles within East Durham Trust, in collaboration with the wider VCSE network and with a range of other organisations. The development and implementation of new systems, services and opportunities will be a key activity and previous experience of delivering effective development and change will be essential. The post holder will work closely with the Chief Executive Officer and the wider Senior Management Team to deliver vital services and develop the organisation strategically. This will include work on business planning, internal policies, procedures and quality standards, cross-departmental working and external relations. The post holder will be required to represent the organisation at a senior level both internally and externally, and will be required to deputise for the Chief Executive Officer as required. This is a complex role that has been formed through practice and combines development and delivery within a newly formed Operations and Services Department. Find out more: You can find out more and download the job description at [Join the Team \(eastdurhamtrust.org.uk\)](https://eastdurhamtrust.org.uk) You can also view the recruitment pack here > [Operations and Services Executive Manager - Recruitment Pack April 2024 by East Durham Trust - Issuu](#) How to Apply: Please submit your CV and a cover letter outlining your suitability for the role and detailing evidence against each of the Person Specifications to info@eastdurhamtrust.org.uk with The deadline for applications is Monday 29th April 2024. Interviews aim to be conducted week commencing 6th May and will include a presentation. Early application is encouraged.

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