

Job Description

Operations Manager



1. Open Door

What we do

Open Door is the heart of Berkhamsted – a community and arts space where you can be active, creative and social, whatever your circumstances. We offer a wide range of activities, from workshops and exhibitions, to volunteering opportunities and other ways to make a difference. Or you can just come and have a cup of tea and a chat!

Helping to tackle social inequality and isolation is at the heart of what we do. We enable everyone to connect and contribute, for their own wellbeing and that of the wider community.

How we do it

Our core values guide the way we work and the decisions we make as a charity.

- **We're here for everyone** We're caring, welcoming and inclusive.
- **We empower** We provide opportunities to those who deliver and take part in our activities and services, and our staff, volunteers and supporters.
- **We're collaborative** We unite the community, and work as a team with local people and organisations.

2. Café at Open Door

At the heart of everything we offer is our community space and the Café at Open Door. Prior to Covid, the Café was an important meeting place. **It's more than a place to get a coffee – there are plenty of other coffee shops in town. It's a safe and supportive environment, where community members can enjoy company, space, support and access to the range of services that we offer.**

The Café has kitchen facilities, allowing food and drinks to be prepared for serving at tables in the main community space, on the pavement out front and in the garden at the back of the property, which has been totally transformed by our volunteers. We don't charge customers for the refreshments, but donations can be made if they wish, and this model will continue, with the income contributing to Open Door's running costs. We also offer venue hire, and on occasion we provide catering for those activities as well.

Since reopening in May 2021, we have been running a small-scale "donations only" café 6 days a week, offering hot drinks and delicious homemade cakes, with the occasional cream tea, or freshly baked quiche on offer too. We have been planning for how to expand this offering to offer a broader and fuller, but still simple and tasty, food offering.

3. The Operations Manager role

Open Door provides a range of services and activities into the community. Most of these are provided at our Open Door premises on the High Street of Berkhamsted. This is a meeting and activity space for the community. The Operations Manager is responsible for ensuring that all of the operations of Open Door run as efficiently and effectively as possible.

Here is the leadership structure at Open Door:



3. Key Responsibilities

The Operations Manager role will be responsible for:

- Opening and closing the Open Door building as per their shift pattern;
- Acting as a supervisor to all volunteers on shift – taking charge of operations, ensuring volunteers feel supported, have someone to ask questions of, and are following policies and systems that allow the café and other activities to run safely and smoothly;
- Working with the Volunteer Co-ordinator to ensure all volunteers are properly inducted and appropriately trained;
- Working with the Volunteer Co-ordinator to ensure the café (and Open Door more widely) are adequately staffed at all times, using our online volunteer rota system, as well as identifying any volunteer recruitment needs etc.;
- Working with the Café/Kitchen Manager, to ensure that we have the required food and drinks for the Café and various events that we will be hosting at Open Door or off-site.
- Having an overview of all Open Door activities happening whilst on shift (using information supplied on the shared schedule and/or by the Administration & Communications Manager), and dealing with all aspects of the setting up of those activities;
- Responsible for putting in place suitable and appropriate Policies and Procedures for our activities;

- Being the nominated person on shift responsible for allergies / Health & Safety matters / First Aid etc.;
- Getting hands on where needed – greeting customers, making drinks, serving food, cleaning etc.;
- Ensuring we have enough general stock of all items – cleaning materials etc – and taking control of ordering these supplies;
- Participating in Team Meetings and working with the team to develop Open Door's offering, activities, opening times etc, such that we become even more effective and an integral part of the community;
- Having an oversight of all finances relating to the café – recording donations, expenses etc – working with the Administration & Communications Manager and Finance Manager to ensure these are recorded as per agreed processes;
- If this is a shared role, working with your counterpart to ensure that the smooth running happens at all times; and,
- Some out-of-hours work may be required, such as to help run evening / weekend events.

4. Key Relationships

The role reports to the Open Door General Manager. Key internal relationships will be with the Open Door Operational Team (Administration & Communications Manager, Café/Kitchen Manager, Fundraising & Events Manager, Finance Manager, IT Manager and Volunteer Co-ordinator), Project Managers/Co-ordinators and Volunteers. Key external relationships will be with our customers and with a range of suppliers.

5. Is this you?

We are looking for a creative, organised, passionate and driven individual who will relish knowing what's going on at Open Door at all times! The opening hours are a lot for one person, so we are very open to a job share / splitting this role between two people. We think this role needs:

- A passion for dealing with people & strong communication skills;
- Excellent organisational skills and experience and ability to manage resources efficiently and effectively; and,
- Experience of managing others as well as being a strong team-worker who can easily work with staff and volunteers from across the organisation, as well as with external suppliers.

6. Working Hours / flexibility

This is a paid role, which needs to cover the opening hours of the café (currently Mon-Sat 10:30-3:30) plus 30 mins either side of opening and closing. This equates to 36 hours per week, but we are very open to discussions about flexible working – either covering the role on part time hours, a job share, etc. Please do have a chat with us about this, or state your application how you would seek to cover the role in a flexible or creative way. It's important to us to get the right fit, so we are willing to compromise on hours, where possible, to make this happen.

7. To Apply....

To apply for this role, please send a CV and covering letter to Iain Manson at iain.manson@opendoorberkhamsted.co.uk

If you have any questions or would like to have a chat to talk things through with no obligation, please do not hesitate to get in touch.

The closing date for applications is 30th November 2021 and we anticipate holding initial interviews during the week commencing 6th December.

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