



JOB DESCRIPTION

Job Title: Facilities and Operations Manager

Directorate: Corporate Services

Reporting to: Director of Corporate Services

Line Manages: Operations Administrators, Operations Co-ordinator

Location: Avonmore Road, London W14 8RR

About Independent Age

Independent Age is a national charity founded over 150 years ago with a clear mission to ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

We achieve this by providing free impartial information and advice on the issues that matter most as we grow older, and work within communities to connect people, places and services to reduce isolation and loneliness. We also act as a catalyst for positive policy change by challenging the underlying causes of discrimination and inequality.

At Independent Age we live by our values and EDI principles.

Our Values are that we are:

Purpose-driven - *the experience, needs and views of older people are central to everything we do*

Compassionate - *we listen, care and take action*

Expert - *our work is evidence-based and solution-focused*

Collaborative - *we work in partnership to maximise our impact*

Accountable - *we work with integrity and transparency*

Inclusive - *we value diversity and always treat everyone fairly with dignity and respect*

Our EDI Principles are that we will:

- proactively challenge ageism and all other forms of discrimination throughout all our work.
- celebrate and champion diversity within and outside our charity and create a culture where everyone knows that they belong.
- develop our leaders so that they can act as role models and champions to our staff so they can embrace these principles and apply them in their work.
- deliver equity of opportunity for our staff, volunteers and the people who use our services whether they have a protected characteristic or not.
- ensure our strategy, policies and actions are integral to our annual planning processes to ensure that we deliver our goals and that our values are central to their

delivery.

- commit to setting minimum target indicators for diversity and regularly review progress.
- collect data to enable us to track our progress.
- be publicly accountable and transparent about our progress.
- use our influence to proactively champion the principles of EDI internally and with external partners.
- continuously improve, adopt best practice and learn from and share with others.

Job Purpose

The Operations Manager is a pivotal role within the charity. Working closely with the Corporate Services Director, the post holder will collaborate across the organisation to embed outstanding practice in the key disciplines of Property & Facilities Management, Procurement and Central Administration. The ethos of the Corporate Services directorate is very much to establish the best ways of working that enable other colleagues to achieve their objectives.

Key Responsibilities

- Support agile ways of working, making best use of and managing our London office space, any other office space and remote working options
- Manage, coordinate and plan office services such as reception, security, maintenance, mail, archiving, cleaning, catering, waste disposal and recycling
- Be responsible for all Health & Safety requirements relating to staff and volunteer working environments, plus residents in all investment properties.
- Embed a robust charity-wide procurement process with appropriate systems, tools and policies in place, including on-going training
- Be responsible for managing day to day property matters for our investment properties, including appointment and management of agents and advisors, sale processes, tenancies, legal and other matters as they arise
- Maintain the property portfolio register and through, ensure compliance with all landlord regulatory responsibilities
- Work with Finance colleagues to ensure contact is maintained with Annuitants and annually reviewed and payments made in a timely way
- Oversee the complaints and feedback process, ensuring they are recorded appropriately and dealt with in a timely and appropriate way
- Support the Safeguarding Manager as and when required by providing appropriate administrative resources to manage day to day safeguarding processes and procedures
- Manage key one-off events as required such as conferences and staff away days
- Ensure timely and accurate management reporting for regulatory compliance and review by trustees
- Demonstrate collegiate, empowering and inspirational leadership:
 - Providing effective performance management of any reports with agreed objectives and development plans in place to enable them to perform their roles effectively;
 - Effectively managing any budgetary or financial responsibility, embedding a culture of financial awareness and scrutiny;
 - Maintaining compliance and adherence with all processes to ensure good governance

General Responsibilities

- Undertake any other duties commensurate with the level of the role
- Have fun and challenge yourself at work, model the charity's values and abide by our policies and practices
- Embrace diversity and share in our commitment to equality of opportunity and to

eliminating discrimination

- Contribute to our fundraising effort by embracing opportunities to fundraise yourself, to promote fundraising and to support the fundraising team
- Share in our commitment to safeguarding adults at risk of harm
- Use the charity's resources efficiently and effectively to ensure that our financial resources are demonstrably used for the benefit of our service users
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy

PERSON SPECIFICATION

- Experience of leading, developing and managing a high-quality support function
- Experience of efficient and flexible management of a central administrative team to deliver against a range of changing priorities
- Experience of managing a central procurement process and measuring value for money
- Experience of building, developing and managing supplier relationships (including managing outsourced services), ensuring development of clear briefs, value-for-money, achievement of results, compliance and commitment to our values and goals
- Able to manage a property portfolio including facilities management, compliance with landlord responsibilities
- Working knowledge and awareness of health and safety requirements for workspaces including management of DSE, fire risk assessments, planned maintenance and pandemic controls
- A working knowledge of GDPR and all aspects of data compliance
- A sound understanding of safeguarding practice, ideally gained through working with adults with support needs or at risk
- Understands contracts and able to work effectively with legal advisers to structure commercially sound agreements
- Highly capable user of IT packages e.g. Microsoft Office (Word, PowerPoint, Excel and Project)
- A demonstrable passion for, and affinity with, our cause.
- A DBS (Disclosure and Barring Service) or PVG (Protecting Vulnerable Groups) check will be necessary for individuals who undertake particular activity with our service users