



Providing a lifeline of welfare and support to fishermen and their families

Job Title:	Operations Manager (Ops)
Salary:	£45 - 50,000 p.a.
Responsible to:	Chief Executive, Fishermen's Mission
Hours:	37 hours per week (some weekend and out of hours working may be required)
Place of Work:	In and around the fishing communities of the UK and Ireland, but based from Head Office, Whiteley, Hants.

Purpose of the Role:

The purpose the role is to deliver day to day management oversight for frontline emergency response, practical welfare and pastoral support operations. Ops is responsible for the successful and consistent delivery of the charity's core services and development of operational practice, along with ownership and assurance of professional standards and training, including legal compliance. The role is fundamentally peripatetic, but Ops is also a key player in the Head Office and Executive Management functions. In this latter role, Ops will contribute to the development of strategies and programmes to ensure continued relevance, cost-effectiveness and quality in service delivery.

Reports:

Deputy Operations Manager (DOM)
Senior Superintendents x 3 (SS)
Mission Area Officers x 16 (MAO)

Key Responsibilities

1. Leadership and Management.

- Deliver a professional and collegiate operational team.
- Develop collaborative and cooperative working with other service providers, both locally and nationally.
- Lead and assure the application of the charity's values.
- Management of Operations' budget.
- Development of beneficiary base.

2. Operational Standards

- Ensuring that Safeguarding is and remains at the heart of operational practice
- Delivering consistent, appropriate and professional services.
- Further development of the service provision.
- Provision of higher-level direction and advice on operational issues.
- Effective training and personal development.
- Compliance with policies and procedures.
- Management and oversight of 24/7 facilities.

3. Management Information

- Maintaining accurate and confidential service delivery data.
- Maintaining up to date assessments of potential beneficiary base by area.
- Providing current data and historical trends in staff loading, costs and needs.
- Oversight of the operational budget(s).
- Provide appropriate management information to Council to assist trustees to meet their governance responsibilities.

4. External

Liaison at senior management level with other local and national agencies and organisations associated with the support of beneficiaries. Act as the senior representative on:

- The Merchant Navy Welfare Board (MNWB) Serving Seafarers Working Group.
- The MNWB Older Seafarers and Dependents Working Group.
- The Maritime and Coastguard Agency's (MCA) Fishing Industry Safety Group's safety and promotions sub-committees.
- The MCA's Work in Fishing Convention Tripartite Committee.