SEFF JOB DESCRIPTION: Operations Manager

Responsible to:	Chief Executive Officer
Location:	Lisnaskea/Fivemiletown or Lisburn (with some travel across business the business area as required).
Hours of work:	37.5 hours per week until 31st March 2028
Salary:	(PO7) £56,293 Gross PA + 6% Pension payable monthly in arrears

Purpose of the Role:

The Operations Manager will provide high-level operational and organisational leadership to ensure the smooth running and strategic development of SEFF. The postholder will support the Chief Executive and Board in implementing the organisation's strategic plan, ensuring strong governance, compliance, and effective use of resources.

This role will have a particular focus on governance-level Human Resources (HR) leadership, providing direction, oversight, and assurance that HR policies, procedures, and employment practices meet legal, regulatory, and best practice standards. The Operations Manager will serve as the organisational lead for HR governance, staff wellbeing strategy, and people development.

The Operations Manager will also provide line management to SEFF's Senior Management Team (SMT) and ensure effective communication, accountability, and collaboration across all departments.

Key working relationships:

Internal contacts:

- SEFF's Board
- SEFF's CEO
- Senior Management Team
- SEFF Employees
- Individuals and families (clients)
- SEFF Volunteers

External contacts:

- SEFF's Partner groups
- SEFF Contractors

Key Responsibilities:

Operational Leadership

- Oversee the operational delivery of SEFF's services, projects, and administrative functions to ensure efficiency, consistency, and high-quality outcomes.
- Work closely with the Chief Executive in implementing strategic objectives, performance targets, and organisational priorities.
- Lead on the development, monitoring, and continuous improvement of internal systems, processes, and service standards.
- Ensure compliance with all relevant policies, legislation, and regulatory frameworks including data protection, safeguarding, health & safety, and charity governance.
- Support business continuity and risk management planning across the organisation.
- Drive a culture of collaboration, accountability, and excellence across all teams.

Human Resources – Governance and Leadership

- Act as SEFF's lead for HR at a governance and strategic level, ensuring that all employment policies and practices are compliant, fair, and fit for purpose.
- Work in partnership with, and as direct Line Manager for Service Managers and a small number of other team members within SEFF, manageing the day-to-day HR administration and processes (e.g., recruitment logistics, contracts, and staff files).
- Provide direction, guidance, and assurance on HR matters to the Chief Executive and Board, ensuring legal compliance and alignment with SEFF's values.
- Lead on the strategic development of HR frameworks including workforce planning, staff wellbeing, learning and development, and performance management systems.
- Create and implement a robust programme of training and development across the workforce.
- Advise and support senior managers in handling complex HR issues (e.g., grievance, capability, disciplinary, and absence management).
- Promote equality, diversity, and inclusion in all aspects of organisational practice.

Leadership and Line Management

- Provide direct line management to members of SEFF's Senior Management Team (SMT), ensuring clarity of roles, objectives, and performance expectations.
- Conduct all line management requirements in line with SEFF's HR policies and procedures, including regular one-to-one supervision, annual appraisals, absence management, performance reviews, and professional development planning.
- Support SMT members to lead their teams effectively, ensuring consistent application of HR best practice across all departments and adherence to organisational values.
- Foster a positive, supportive, and high-performing staff culture built on respect, trust, and open communication.
- Ensure effective internal communication between teams and across departments, promoting collaboration and shared purpose.
- Oversee the implementation and monitoring of appraisal systems, workforce development, and training plans across all staff groups.

- Provide leadership, guidance, and mentorship to SMT members, ensuring they are equipped to manage their teams confidently and in accordance with employment legislation and SEFF's internal HR framework.

Governance, Compliance & Policy Development

- Lead responsibility for policy writing, review and controlled document management, directly reporting to the Chief Executive and Management Board for policy change.
- Liaising with Peninsula HR services to ensure all HR policies are in line with legislation changes
- Ensure GDPR compliance and training across all operations.
- Prepare documentation and reports for:
    - Management Meetings
    - AGM and Annual Report
    - HR Sub-Committee Meetings
- Ensure recruitment and HR documentation meets audit and funder requirements.
- Contribute to SEFF's monitoring and evaluation systems.
- Maintain organisational risk registers on Bright Safe CRM.

Financial and Resource Oversight

- Support the Finance Manager and Chief Executive in ensuring effective use of resources and budgetary control.
- Monitor operational expenditure and ensure best value in procurement and supplier management.
- Contribute to funding applications, reports, and audits through provision of accurate operational and staffing data.

Strategic Development

- Work as part of the Senior Leadership Team (SLT) to support organisational growth and sustainability.
- Identify opportunities for operational improvement and innovation to enhance impact and efficiency.
- Support external engagement, partnerships, and stakeholder relationships where required.

Reporting and Communication Responsibilities:

- Reporting to - SEFF's Chief Executive Officer
- Responsible for/ Line Manager for - SEFF's Senior Management Team members and a small number of other Team members

Essential Criteria:

Essential:

- Significant experience in operations management and/or HR leadership within a complex organisation.
- CIPD Level 5 or above in People Management/HR
- Qualified to Degree Level or above
- Strong understanding of employment law, HR governance, and best practice in people management.
- Demonstrable experience in leading teams, including line management of senior staff.
- Experience of policy development, compliance, and organisational governance.
- Excellent leadership, communication, and interpersonal skills.
- Proven ability to plan strategically, manage change, and solve complex problems.
- Knowledge of financial management principles and resource planning.
- High degree of professionalism, confidentiality, and integrity.
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Desirable Criteria:

Desirable:

- Experience in the charity, voluntary, or public sector.
- Knowledge of charity governance, safeguarding, and data protection requirements.
- Experience in risk management and business continuity planning.

Employee Value Proposition:

- A generous annual leave allowance
- Paid sickness leave
- A bonus leave day at Christmas
- Hybrid and flexible working opportunities
- Flexible office hours
- A staff Wellness Framework
- Employee Assistance Program
- Financial support and investment towards CPD training opportunities
- Great workplace culture and team-building events.