

**Role Profile & Person Specification for Operations Manager**

**Job Title: Operations Manager**

**Time Commitment:** 10 hours per week

**Position Type:** Volunteer (Part-Time)

**About Dignity Boxes:** Dignity Boxes is a charitable organization committed to providing free toiletries and personal care items to individuals and families in need. We believe in upholding the dignity and self-worth of every person, ensuring that everyone has access to essential hygiene products.

**Role Overview:** Dignity Boxes is seeking a highly motivated and organized Part-Time Operations Manager to oversee the regular operations of our charity. The Operations Manager will work closely with the Dignity Boxes Volunteer team and play a critical role in ensuring the efficient and effective delivery of our services and supporting the overall mission of Dignity Boxes.

**Key Responsibilities:**

1. **Operations Management:**
	* Oversee the regular operations of Dignity Boxes, ensuring smooth and efficient processes.
	* Communicate regularly with the volunteer co-ordinator and admin assistant.
	* Manage inventory levels, including procurement, storage, and distribution of toiletries and personal care items.
	* Feedback at the quarterly board meetings.
2. **Logistics and Distribution:**
	* Plan and manage the logistics of collecting, packing, and distributing dignity boxes to various locations.
	* Work with the Volunteer Coordinator to ensure timely and accurate delivery of boxes to partner organizations and recipients.
	* Maintain accurate records of distributions and track the impact of our services.
3. **Stakeholder Relations:**
	* Build and maintain strong relationships with partner organizations, donors, and supporters.
	* Actively source and influence new supporters and donors (products and financial.)
	* Coordinate with suppliers and find favourable terms for purchasing necessary items.
	* Represent Dignity Boxes at community events, meetings, and networking opportunities.
4. **Financial Management:**
	* Providing accurate financial documentation.
	* Ensuring receipts are issued for cash received and records are kept of cash paid out.
	* Being a counter signatory to any significant banking transactions.
	* Working with the chair of the board of trustees to assist in the preparation and management of the annual budget.
	* Monitor expenses and ensure compliance with financial policies and procedures.
	* Support fundraising efforts by providing operational insights and identifying potential cost savings.
5. **Quality Assurance:**
	* Implement quality control measures to ensure the highest standards in all aspects of operations.
	* Regularly review and assess operational processes, identifying areas for improvement.
	* Respond to feedback from beneficiaries, volunteers, and partners to enhance service delivery.

**Qualifications:**

* Experience in operations management, ideally in a charitable or non-profit organization.
* Strong organizational and multitasking skills with excellent attention to detail.
* Excellent communication and interpersonal skills, with the ability to build and maintain relationships.
* Financial acumen and experience in budget management.
* Proficiency in using office software and inventory management systems.
* Experience of sourcing funding preferable but not essential
* Good network of contacts in Edinburgh, the Lothians and beyond
* Knowledge of the charity sector preferable
* Passionate about Dignity Boxes’ mission and committed to making a positive impact.
* We are open to discussions about hours / responsibilities, particularly if candidates feel they don’t fit all qualifications.

**Working Conditions:**

* Part-time position based in Livingston, with occasional travel to partner locations.
* Flexible working hours, including some evenings and weekends, depending on operational needs.
* A supportive and collaborative team environment.

**Application Process:**

Interested candidates are invited to submit their CV and a cover letter outlining their relevant experience and why they are passionate about joining Dignity Boxes to Isabel@dignityboxes.co.uk

**Application deadline:** 12th August 2024.

Dignity Boxes is an equal opportunity employer and welcomes applicants from all backgrounds.

Join us in making a difference in the lives of those in need by ensuring everyone has access to basic hygiene products with dignity and respect.

For more information about Dignity Boxes, please visit our website at [www.dignityboxes.co.uk](http://www.dignityboxes.co.uk).