



Together in Barnet

Shelter for homeless people

Operations Manager Job Description and Person Specification

Reports to:	Line Managing Trustee
Contract type:	Fixed term 12-month contract (Maternity Leave cover)
Hours of work:	37.5 hours per week
Salary:	£28,000 - £32,000 depending on experience
Based in:	London borough of Barnet - a centre in North Finchley, various venue locations and some home working.

Purpose of the role

Do you want to make a difference to people experiencing homelessness in Barnet? Together in Barnet is looking for an enthusiastic candidate to fill the role of Operations Manager. You will be reporting directly to the Board of Trustees to deliver projects that support people experiencing homelessness. You will also be managing one employee, our Project Officer.

About Together in Barnet

Together in Barnet run the only night shelter provision in Barnet offering emergency accommodation to men and women experiencing homelessness in the borough. We work directly with Homeless Action in Barnet, a day centre offering a variety of services including case workers, showers, washing facilities and more. The rolling night shelter is volunteer run and includes more than 32 inter-faith communities across Barnet. We are a secular charity but rely on the buildings and people-power that religious communities have to offer.

The pandemic forced the shelter to close in March 2020. Since then we have responded to support clients in alternative ways with new projects. These have included:

- Weekly food parcel deliveries to people in temporary accommodation
- A 24/7 hotel project offering safety and support to 16 rough sleepers a night.
- We are also in the process of setting up a new Mentoring and Supporting project.

For more information please see our website - www.togetherinbarnet.org

Key roles and responsibilities will include, but are not limited to:



Together in Barnet

Shelter for homeless people

This is an exciting time for the charity as we continue to reinvent ourselves as a result of the pandemic. As we move forward, we are looking for someone who has energy and initiative and who can help us build and adapt our services to continue supporting those who need us. The successful candidate will be one of two paid members of staff and we expect people to be highly flexible in their roles, with a “can do” attitude, and be willing and capable to adapt to the needs of the projects as they present themselves.

As this role includes some evening and weekend work when required, some flexibility can be accommodated as long as key roles and responsibilities are met. The requirements needed for the role include time needed during the normal working day (9am-5pm) and physical presence at the shelter in the evenings at least 3 days a week from 6:30pm-8:30pm. Whilst the shelter is not running, any allocated evening hours would be completed during the day.

This role description therefore provides only a summary of the main duties and other tasks may be required.

Day-to-day operations

- Implementing the day-to-day operations of TiB including exciting new projects.
This includes:
 - o Coordinating and recruiting volunteers for the shelter
 - o Working directly with our ‘guests’, volunteer communities and ensuring the smooth running of the shelter.
 - o Attending weekly meetings with the Local Authority and our partner organisation.
 - o Keeping up-to-date records for monitoring and evaluation reports as well as fundraising.
 - o Attending trustee meetings and submitting reports.

Fundraising, website and social media

- Identifying potential sources of funding and submitting fundraising applications.
- Developing and keeping the website up to date (training will be given).
- Increasing Together in Barnet’s online presence and improving its brand awareness using social media (Facebook, Twitter, Instagram).

Mentoring and Supporting Project

- As we are still in the design stage of this new initiative, this project would be yours to develop alongside the Project Officer.
- Once a pilot period has been completed, we are hoping the right candidate will be able to develop and expand this project, imbedding this new service into the community in Barnet which will have a long lasting and real and positive impact in the borough.

DBS and references



Together in Barnet

Shelter for homeless people

Appointment will be subject to the receipt of satisfactory references and an Enhanced DBS check.

Person Specification

	Essential	Desirable
QUALIFICATIONS AND EXPERIENCE		
Experience of working with vulnerable and/or marginalised groups	✓	
Experience of working in the homelessness sector	✓	
Experience of managing a project(s)	✓	
Experience of grant writing, fundraising, and using social media in a professional capacity	✓	
Experience of delivering training sessions		✓
Experience of working with volunteers	✓	
Experience of website management		✓
Full driving license and access to a car	✓	
SKILLS		
Excellent interpersonal skills, including an ability to work with guests (the term we use for people who we support) and teams of volunteers	✓	
Ability to maintain good communication and working relationships with staff and volunteers	✓	
Ability to maintain confidentiality and appropriate professional boundaries	✓	
Proven administrative skills and ability to organise time effectively and manage a busy workload	✓	
Proficiency in using spreadsheets and Microsoft Office	✓	
Able to use reliable internet connection at home and comfortable using the computer	✓	
Excellent written and oral communication skills including the ability to communicate with volunteers, guests and professionals from a variety of sectors.	✓	
KNOWLEDGE, UNDERSTANDING AND OTHER		
Passion for wanting to help those experiencing homelessness.	✓	
Understanding of and empathy with the needs of marginalised and vulnerable people	✓	
An understanding of and commitment to equality, diversity, and anti-discriminatory practice	✓	



Together in Barnet

Shelter for homeless people

Commitment to the vision and values of the charity	✓	
Closing date for applications:		
Please submit your application by 5pm Monday 6th June . Interviews will take place week commencing Monday 13 th June.		
To apply:		
Please send your CV and a supporting statement telling us why you are interested in the role and how you meet the person specification. Send your completed application by email to: amanda@togetherinbarnet.org		
Interview and start dates:		
Suitable candidates will be invited for an interview and we hope to have the person in post by beginning of July.		