



WE'RE HIRING...

OPERATIONS MANAGER

We're looking for a highly organised individual with a friendly & approachable manner to join our team!

If you have experience of project management, excel at administration and organisational operations & thrive in a busy working environment we'd love you to be part of our innovative organisation that helps young people make the most of their lives.

WWW.MATRIXTRUST.COM/VACANCIES

Matrix | Allen House Pavilion. Guildford, Surrey | 01483 574900



Dear Applicant,

Thanks for your interest in joining the Matrix Family.

Why Matrix?

We're a fun team who work hard to achieve the aim of catalysing change for young people across Guildford Borough. We're passionate about building long-term relationships and providing activities within schools and the community that nurture, inspire, connect and empower young people, helping them make the most of their lives.

Right now we are investing into new projects as well as developing our more established ones and we're growing a team who are keen to invest for the long-term, willing to put in the energy needed to make a tangible difference.

Why Guildford?

Don't be put off, thinking there are no needs amongst young people in Guildford, it's not what it seems on the surface. The needs of young people here are very real, amongst those who have, and those who don't – from mental health issues, to social isolation and from a lack of opportunities to poor life skills, for young people in Guildford life can be tough.

This year we have worked with over 300 unique young people on a regular basis, providing in-depth support for needs ranging from mental health to social and emotional development, and have impacted more than 1000 other young people across a range of activities and provision. Take a look at our latest newsletter to read some of our young people's stories!

Where does this role fit?

This role is essential to support the growth of the charity so we can continue to meet the growing needs of young people across Guildford Borough. Working alongside the Senior Leadership Team and CEO this new role is vital to ensure effective day to day management of the operations of the organisation and to ensure that our infrastructure is effective as we grow in team and output. If you have experience of setting up, managing and improving administrative or operational systems and can take initiative while mucking in with a team this could be the role for you.

Come and join the adventure!

Thanks again for taking the time to look at our vacancies and I hope that you consider applying to become part of our growing team.

Kind regards,

A handwritten signature in black ink, appearing to read 'Misty'.

Misty, CEO



OPERATIONS MANAGER

OVERVIEW

Matrix are a Christian organisation delivering essential youth work for young people from all walks of life in schools & communities across Guildford Borough.

We're looking for a highly capable and organised Operations Manager who is seeking a new role in a rapidly growing charity.

You will ensure effective day to day management of the operations of the organisation and work alongside the SLT to ensure that our infrastructure is effective as we continue to grow.

Hours: Full-time (37.5 hours pw)

Salary: FTE £24,000 - 27,000 (depending on experience)

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Role Description Operations Manager

This is a brand new role that would suit a highly motivated person who wishes to enable growth and stability of the Charity through excellent operational systems that work for the benefit of the team and our beneficiaries.

What would I be doing?

The role of Operations Manager is vital to ensure effective day to day management of the operations of the organisation and to work alongside the SLT to enable our infrastructure to be effective as we grow in team and output. Whilst you will have specific areas of responsibility (see below), you will also be expected to contribute towards the wider vision of Matrix Trust appropriate.

What do we expect from you?

You will be expected to maintain and grow an efficient infrastructure for our growing charity and support the team to deliver their roles effectively. The post holder will be hard-working, effective at managing a large and varied workload and a team player. There are 4 key areas of responsibility:

Team Support

- Collate and report on output and outcomes data
- Support the team with research collation and analysis
- Provide leadership, management, and support to staff on operational matters across the organisation
- Manage the database management and contribute to the development of digital solutions for the organisation, as required
- Manage the Team Calendar
- Manage the GSuite, including ensuring the shared GDrive is up to date and used effectively
- Ensure good management of resources (online and physical)
- General project administration
- Be the Data Protection Officer and ensure GDPR compliance across the organisation

Human Resources

- Maintain confidential HR records (staff and volunteers)
- Oversee team performance monitoring frameworks
- Manage and administrate recruitment and induction processes
- Coordinate and book staff training (as required), ensuring all regulatory requirements are met
- Hold Matrix policy timetable and ensure it's kept up to date
- Support the team to develop best practice in volunteer liaison, supervision, care and celebration
- Manage the DBS and HR safeguarding checks process
- Take responsibility for administration of staff resources, including uniforms and equipment

Office and Building Management

- Manage and where necessary instigate or improve office systems
- Be the Health and Safety Officer (for all on and off-site activities)
- Building, utilities and supplies management
- Set up and run a hiring system for the building

General Support

- Provide administrative support for CEO and SLT as required
- Provide occasional administrative duties to the Board of Trustees
- Basic IT support for the team
- Act as the frontline for incoming communications

Team Expectations

Matrix is a small, established, but fast evolving and growing charity and there is therefore an expectation on all staff to be proactive and a fully-invested team player, supporting others in their busier seasons and the charity as a whole across the year.

The team are practising Christians working from within the Christian ethos and praying together regularly as a team, expecting you to do the same.

We expect you to:

- Fit in with our core values, to be: positive, relational, innovative, collaborative and fun
- Be committed to and passionate about the mission to catalyse change in young people's lives
- Be a pro-active member of the Matrix team and get involved in projects which benefit the mission of Matrix (e.g.: fundraising activities/events or prayer spaces)
- Take part in Ready 4 Action (annual cross-church social action project, first bank holiday weekend in May) and an annual residential
- Work across agencies and Matrix teams

You will mainly be office-based, however, due to the nature of the charity and role, you may be expected to work occasional evenings or weekends to support the wider work of the charity. Most hours will be based at the Matrix office, although occasional home-working can be arranged as suitable to the role. Any specific changes to your working week will be cleared through your Matrix line manager.

What we offer you

- 5 weeks paid holiday, plus bank holidays and the office shuts between Christmas and New Year
- A mentor from a local church
- Training that develops your skillbase (as needed)
- Regular line management and supervision from a senior staff member
- Flexible working arrangements, where possible
- A nurturing and supportive team

Hours: Full-time, 37.5 hours pw

Salary: £24,000 - £27,000 (depending on experience)

Who are we looking for?

ESSENTIAL

- Confident working independently and using own initiative
- Experience of running, improving and setting up office administrative and operational systems
- Logical, analytical and highly organised
- Ability to assimilate information and document clear processes
- Approachable and able to relate to staff, volunteers and other Matrix stakeholders in a friendly and professional manner
- Excellent IT skills (including google drive, word, excel and databases)
- Able to collate and analyse data from multiple sources including spreadsheets
- Agrees with, and is able to support the ethos of the Matrix Trust
- Able to respond flexibly to changing priorities and needs of the team and organisation
- Min 2 years experience of business administration or operations
- English and Maths at GCSE level (minimum grade B)
- Experience of leading on Health and Safety in an organisation
- Up to date with current HR practices and legislation
- Experience of managing HR protocols
- Up to date with GDPR and Data Protection legislation
- Fast learner and able to hit the ground running

DESIRABLE

- Experience of staff or volunteer management
- Experience of critiquing and developing organisational policies and procedures
- Experience of project management
- Experience of successfully leading change in an organisation
- Degree Level education, preferably in a related field
- Experience of business administration or operations at a senior level
- Experience of working within a charity and with a Board of Trustees
- Health and Safety certificated
- Building or venue operations / management experience



WANT TO JOIN THE TEAM?

HOW TO APPLY

To apply for this post, you just need to do 2 things:

Complete the Application Form in the Application Pack

AND

Email it to hr@matrixtrust.com

Any questions, just give Misty a call: 01483 574900

All applications must be in by 5pm Friday 2nd April

Interviews will take place the following week | Start date ASAP