

Job Title:	Operations Manager
Reports to:	Director of Operations
Location:	Shaw House, Oxford
Hours:	35 Hours

RABI – The Royal Agricultural Benevolent Institution – is farming’s oldest and largest charity. We’ve been serving the farming community since 1860. We offer financial support, practical care, and guidance to farming people of all ages, including farmers, farmworkers, and dependants, working with compassion and discretion. It’s our vision that no member of the farming community should ever have to face adversity alone.

Key purpose

Leading the Royal Agricultural Benevolent Institution’s Operations team, the Operations Manager provides a comprehensive business support service across facilities, events and administration. The role is pivotal to the smooth running of the organisation.

Team Working

- Line Management of the Facilities & IS Administrator
- Work closely with all teams across RABI to meet their administrative needs
- Contributes to cross functional project working as necessary

Health & Safety / Facilities

- Health & Safety lead for the organisation
- Ensure the office space and facilities are organised, cleaned and maintained efficiently
- Oversee routine office maintenance and grounds maintenance including repairs and redecorations
- Oversee any wider office refurbishment projects
- Ensure that facilities meet all relevant legal requirements including all relevant health and safety standards
- Ensure any external services procured are of high quality and best value
- Ensure that staff comply with all relevant health and safety standards

General Administration

- Ensure that phone, postal and email enquiries are responded to in a timely and appropriate manner
- Data protection lead (day to day, operational) for the organisation
- As part of a small team, provide general administrative cover as necessary
- Ensure that suitable insurance is in place for the entirety of RABI’s people and activities
- Supervision and continuous improvement of internal management processes
- Support the office team with general document, letter, statistical report and presentation drafting
- Leads on oversight of supplier contracts, including external health & safety, and data protection providers
- Provide regular reports as necessary the Senior Leadership team and trustee sub-committees
- Work flexibly and as part of the RABI team to develop and deliver the charity’s objectives

Administration of RABI's Estates

- Work closely with the Director of Operations to liaise with RABI's Land Agents (who manage these on behalf of RABI) to ensure that RABI's estates are managed safely and efficiently
- Address or escalate, as necessary, any issues, problems or opportunities in relation to RABI's estates
- Provide regular update reports on RABI's estates to the Finance and Estates Committee

Person Specification:

Essential

- At least two years' experience of managing teams
- Knowledge of Health & Safety legislation
- Excellent written English, and experience of taking minutes, notes & actions
- Experience of providing administrative support for meetings, training and similar events
- Experience of organising events
- Enthusiasm and positive attitude to colleagues and visitors
- Experience of managing projects
- Self-motivated and able to prioritise workloads against deadlines and agreed timelines
- Experience of preparing reports, briefings, presentations and statistical information
- Ability to work under pressure whilst maintaining excellent attention to detail
- Computer literate including Word, Excel, Outlook and Power Point
- Always looking for ways to improve systems and processes, particularly through the use of technology
- A full UK driving licence

Desirable

- Experience of working in the not-for-profit sector
- Coaching and mentoring experience, able to support others to learn and develop
- Experience of working in a confidential environment, discretion
- Farming background or knowledge of the farming community environment
- Knowledge of GDPR/Data Protection Regulations
- Experience of process mapping, and identifying better ways of doing things

This role profile is not exhaustive and is subject to review in conjunction with the post holder according to future developments at RABI.

Benefits

- Competitive salary
- Enrolment to Nest on commencement of employment and then opportunity to join RABI's group pension scheme with Standard Life (on completion of probation period) where RABI make contributions equivalent to 10% of your basic salary, provided you make a personal contribution of 5%
- Life assurance from day one
- Access to our Employee Assistance Programme