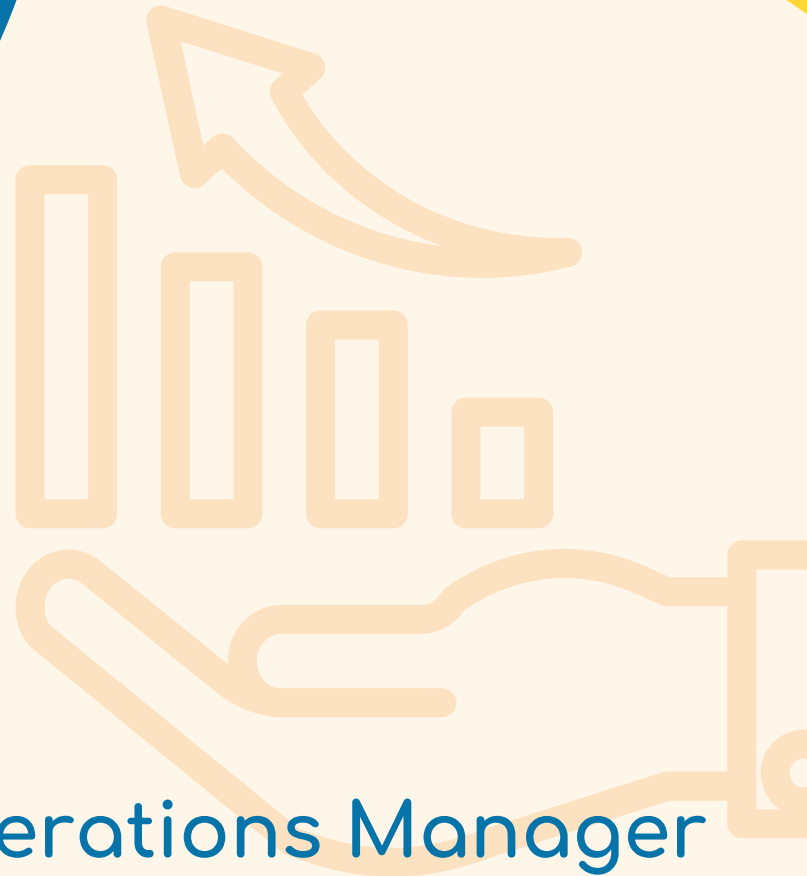




AURORA
Wellbeing Services



Business and Operations Manager

Candidate Information Pack
Closing date - 30th November at 5pm



Aurora Wellbeing Services
The Old Library & Museum
Memorial Avenue
Worksop
S80 2BJ



01909 470985
HR@aurorawellbeing.org.uk
www.aurorawellbeing.org.uk
Charity no. 11166462



“ The Aurora service is a lifeline for those people facing the shocking diagnosis of cancer. ”

“ The compassion and support we have received from the first moment we walked through the door has been exemplary.

Aurora provide such a wonderful service which is much needed and very much appreciated.”



About Aurora

Offering services across three sites in Worksop, Doncaster and Mexborough Aurora Wellbeing offers a unique service bringing together health and heritage to provide support for local people affected by cancer, and long-term health conditions. We encourage people to be active participants in their wellbeing, working together to improve physical and emotional health.

Charity Core Purposes:

‘The promotion of good health and wellbeing by assisting in the relief of symptoms and the improvement of the quality of life by providing supportive services to those who have been diagnosed with or affected by cancer and long-term conditions and providing support, information and education on the benefits of receiving complementary and holistic therapies as well as to build awareness of the links between heritage and good health and wellbeing, education and research of wellbeing to the general public as a whole.’



About the Role

Job Summary

Aurora Wellbeing are seeking a professional and enthusiastic and transformational leader with strong interpersonal and organisational skills. Confident in strategic management they will have the skills to manage the current operations and develop them now and in the future.

With significant financial knowledge, the successful candidate will be educated to post-graduate level and have proven business acumen. Knowledge of charity and statutory funding e.g. commissioning and SLAs would be advantageous.

We are currently moving into a new strategic period, and this is an exciting time to join the Aurora Wellbeing family.

Main Duties

As a member of the senior leadership team the post-holder will hold a broad and developing portfolio the successful candidate will be involved in a wide range of activities. Working in a person-centred environment the Business and Operations Manager will:

- Provide business management expertise.
- Ensure the organisation meets all its legal and statutory requirements including HR, Health and Safety, Charity Commission and GDPR.
- Manage the finance, HR, Volunteer and Facility and Estate Functions.
- Project management, steering, coordinating lead and deliver any transformation programmes e.g. IT

Job title	Business and Operations Manager
Location	The Aurora Wellbeing Centre, Old Library and Museum Building, Memorial Avenue, Worksop, S80 2BJ. However, travel to other sites and cross site working is required.
Salary	Up to £40,000 pro rata
Hours	25 hours flexible working
Annual leave	To be negotiated
Reports to	Chief Executive Officer

Job Description

Leadership

- Provide strong visible practical assertive leadership.
- Support the CEO and Senior leadership team to develop implement and monitor the organisations 2025 and Beyond Strategy.
- Support the CEO and Senior leadership team to develop and nurture relationships that support and develop partnerships that improve outcomes for individuals and their communities.
- Develop, implement and monitor a five-year financial strategy

Business and Financial Management

- Lead the business management and development of commercial expertise.
- Manage and prepare the annual business, budget and operational plans.
- Implement and ensure adherence to Standing Financial instructions and Standing orders. Written financial Procedures and standards of business conduct.
- Oversee and support the negotiation of Service Level Agreements and service specifications for existing and new services.
- Understand, monitor and support the management of procurements and contracts, partnerships, licenses and insurances.
- Actively seek business opportunities in conjunction with other teams, engaging stakeholders.
- Support the organisation to reduce costs increase efficiency and improve productivity.
- Provide and interpret complex data producing detailed concise reports that support team and trustees to monitor performance and objective decision-making.

Management

- Operationally manage:
 - Income and expenditure systems
 - HR systems
 - Data and Information flows in line with GDPR requirements
- Manage the HR, Retail and Tearoom, Estates and Facilities staff ensuring staff are regularly appraised have development plans in place that support the organisations strategic priorities.
- Ensure all staff have appropriate training, promote a wide range of learning opportunities.
- Promote a culture where staff feel empowered and accountable.

Job Description

Information management and technology

- Lead and develop the organisations IT strategy, procuring implementing and modernising systems as required.
- Ensure that monitoring standards for data entry and collection are in place in line with best practice and national standards.
- Ensure the organisation has effective IT data security in place, back up and business continuity plans in place.
- Motivate, support and monitor staff in the use of IT and the introduction of new systems.

Health and Safety

- The post holder will implement and lead on the full range of promotion and management of Health and Safety practices as defined in the Health and Safety Manual.
- Develop and monitor a planned maintenance programme (Bassetlaw Centre) in line with local and national building regulations



Person Specification

Qualifications & Experience	Required	Desirable
Qualified to degree level or equivalent	X	
Relevant accounting qualification	X	
Relevant qualification in Business Management, HR, Health and Safety, Contractual compliance or Quality Improvement.		X
Breadth of Business management experience	X	
Proven track record of delivering results against targets and communicating those results in reporting.	X	
Producing metric driven reports and information.	X	
Recent experience within a charity, social care or NHS setting.		X
Working directly with people effected by cancer and long-term health conditions.		X

Knowledge & Skills	Required	Desirable
Leadership skills and be a strategic thinker.	X	
Ability to communicate ideas in ways that motivate and build trust.	X	
Ability to identify opportunities and proactively improve practices.	X	
Strong interpersonal skills, able to relate effectively and appropriately to a wide range of people, with the ability to influence people.	X	
Ability to work across the organisation's teams to maximise opportunities.	X	
Ability to manage multiple competing tasks and work well under pressure.	X	

Person Specification

Person	Required	Desirable
Motivated, warm, empathetic and resilient.	X	
Entrepreneurial spirit.	X	
Creative, agile and willing to explore new opportunities.	X	
Strong organisational skills and ability to identify and solve problems.	X	
Strong attention to detail and commitment to accuracy.	X	

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in light of service needs.

Application Process

To apply please email dee.sissons@aurorawellbeing.org.uk to request an application form and return with a copy of your CV.

The closing date for applications is 5pm 30th November. Successful short-listed candidates will be invited to interview on the 9th December.