



CLWYD SPECIAL RIDING CENTRE

LLANFYNYDD FLINTSHIRE LL11 5HN

Telephone: 01352 770446

Email: info@clwydspecialridingcentre.co.uk

Website: www.clwydspecialridingcentre.co.uk

CLWYD SPECIAL RIDING CENTRE

JOB DESCRIPTION FOR OPERATIONS DIRECTOR

Responsible to: CSRC Trustees.

Responsible for: Overseeing the work of the CSRC staff team and reporting to the Board of Trustees.

Aim of the role: To oversee and plan the delivery of all CSRC core activities and services, in line with annually agreed targets and to take overall responsibility for the management of CSRC, maintain and enhance the high profile and standards, and actively support the development and delivery of CSRC's strategy to increase its capacity and support more people with additional needs.

Objectives: To ensure that the facilities, resources, and finances of CSRC are fit for purpose for all the activities offered to people with additional needs.

Main Areas of Responsibility:

1. Personnel, Training and Staff Development.

- Oversee and co-ordinate the work of the CSRC staff team.
- Monitor, update and implement changes to employment legislation.
- Responsible for staff contracts, appraisals and maintaining personnel records.
- Manage staff holidays and sickness.
- Organise and attend regular staff meetings.
- Staff recruitment and subsequent career development.
- Assist the Trustees in dealing with grievance and disciplinary issues.

2. Health and Safety.

- Working closely with the staff and volunteers to manage all Health and Safety aspects, including safeguarding documentation and risk assessments for the Centre.
- Ensure records are maintained.
- Arrange first aid, fire, and other relevant H&S training.

3. Administrative Functions.

- Responsibility for updating and implementing Centre policies, protocols, procedures, and staff manuals. Ensure these are in place according to required legislation.
- Obtain best prices and contracts with suppliers for Centre equipment.
- Provide monthly reports for the Trustees and attend Trustees meetings.
- Plan and prepare the Annual Operational Plan in consultation with Staff and Trustees.

4. Management of the Centre Facilities.

- Oversee the general maintenance of the grounds and properties, organising relevant action where necessary.
- Ensure high standards of facilities and resources for all Centre users.

CLWYD SPECIAL RIDING CENTRE

JOB DESCRIPTION FOR OPERATIONS DIRECTOR

- Liaise with all Riding and Holiday Groups both formally and informally to establish how Centre facilities and resources should be developed.
- Plan and implement improvements and repairs to the facilities.
- Control the operational budget.
- Manage the property lettings.

5. Marketing and Public Relations.

- Responsibility for monitoring and promoting the profile of the Centre via the website, social media, press releases and promotional materials with the help of administration staff.
- Work with Trustees to promote the Centre to all users and potential users including sponsors, donors, and volunteers.
- Maintain links with local press.
- Develop income opportunities for the Centre.
- Assist the Trustees in strategic planning and contribute to a vision for the Centre.

6. Holiday Business

- Oversee, together with the relevant staff, the bookings, deposits, cancellations, conditions, agreements, and charges.
- Take overall responsibility for management of Ty Gwyliau.

7. Education

- Work alongside the staff team to liaise, promote and extend educational opportunities with local schools and colleges.
- Work closely with the North Wales Region and National RDA, to develop a programme of courses for RDA Groups in North Wales.

Person specification

Criteria	Essential	Desirable
Management	<ul style="list-style-type: none">• Experience of Project Management.• Experience of strategy policy development and implementation.• Experience of working to deadlines and managing budgets.• Experience of successfully managing and motivating a small team.• Excellent time management and organisational skills.• Be a decisive director to make effective decisions on both day-to-day and strategic issues.• Excellent and demonstrative organisational, communication and leadership skills.• An up-to-date knowledge of HR policy and procedure.	<ul style="list-style-type: none">• Experience of successfully developing and managing a small business or charity.• Knowledge of Health and Safety issues.

CLWYD SPECIAL RIDING CENTRE

JOB DESCRIPTION FOR OPERATIONS DIRECTOR

Communication	<ul style="list-style-type: none"> • Demonstrate excellent people skills. • Highly developed communications skills to build and maintain good relationships with trustees, staff, sponsors, donors, and volunteers. • Experience of marketing and PR. 	<ul style="list-style-type: none"> • Experience of delivering training.
CSRC	<ul style="list-style-type: none"> • Empathy with aims and values of CSRC. • Experience of working with volunteers. 	<ul style="list-style-type: none"> • Some equine knowledge and an understanding of the valuable work of the Riding for the Disabled Association. • Some knowledge of disability.
General	<ul style="list-style-type: none"> • Ability to work independently to agreed targets. • Generation of creative ideas. • Computer literacy and knowledge of the effective use of IT systems. • Ability to multi-task. 	<ul style="list-style-type: none"> • Use of databases.
Qualifications	<ul style="list-style-type: none"> • Full driving licence. • Degree in Business. Management or equivalent management experience. 	<ul style="list-style-type: none"> • First Aid at Work Certificate. • Safeguarding Certificate.
Personal Qualities	<ul style="list-style-type: none"> • Excellent attendance record. • Professional manner. • Dependable and reliable. • Excellent work ethic. • Ability to lead and work as part of a team. • Awareness of the need for confidentiality. • Willingness to commit to further personal training and development. • Ability to make informed decisions. 	

ADDITIONAL INFORMATION

Role details

- The role is part time 20 hours per week - permanent contract.
- The salary offered is £28,500 per annum (pro-rata of FTE £50,000 per annum).
- The post holder must be legally entitled to work in the UK, with no contra-indications in personal background or criminal record indicating the unsuitability to work with children, youth, vulnerable adults, and finance. A DBS check may be required as appropriate.
- The post holder will undertake any other duties of a similar nature, which are commensurate with the seniority of the post.