

Acts 435 Operations Manager

Location: Home-based, with weekly meetings in York
Hours: 25 hours per week (minimum)
Salary: £32,000 - £36,000 pro rata, dependent on experience

Reports to: The Executive Director

Direct reports: Administrator

Job Description

The Operations Manager plays a vital role in maintaining and improving the day-to-day functions of Acts 435. This position ensures that our internal systems, partner relationships, and team processes run smoothly and efficiently, enabling us to serve those in need with excellence and compassion.

The following is a general guide to the duties and responsibilities of the post and is not an exhaustive list. The post holder may be asked to undertake any other relevant duties appropriate to the post. The job description may be amended over time, in consultation with the post holder, to meet the needs of the charity.

Key Responsibilities

Partner Onboarding

- Review and process partnership applications and advocate paperwork.
- Manage the onboarding process for new partners, ensuring a smooth and supportive start.
- Follow up on enquiries from potential new partner churches and charities that have not progressed, archiving those that have become dormant.



Advocate Support and Development

- Support Advocates with their initial requests and any ongoing queries.
- Identify and assist Advocates who become inactive, and maintain contact with long-term advocates.
- Monitor and approve requests exceeding the usual limits.
- Lead on internal communications such as the monthly Advocate Update.
- Ensure Advocates have detailed and current training materials, including the Advocate Handbook and Partner Dashboard Training Manual.

Request Oversight

- Monitor pending requests to ensure appropriate and timely action is taken.
- Support the Administrator in ensuring all active requests meet Acts 435's guidelines.
- Manage the reallocations process and returns of unused funds.
- Oversee paused requests and ensure follow-up as needed.
- Monitor patterns such as duplicate/repeat requests and any exceptional requests, authorising where appropriate.

Key Partner Coordination

- Manage new Key Partner applications and renewals.
- Coordinate the annual Key Partner Gathering.
- Support Key Partners in the use of the Mercado project (carpet provision through a national flooring distributor), including monitoring orders and helping new users engage with the project.





Team Management

- Provide line management to the Administrator, including daily check-ins and annual reviews.
- Support HR activities typical of a small team, including annual leave tracking, updating of the Staff Handbook and ensuring a fair and transparent approach to team benefits.

Financial Processes and Audit Support

- Process payment batches three times weekly.
- Record and allocate offline donations.
- Communicate with Advocates around key audit deadlines.
- Prepare and compile required documentation for the annual audit.
- Monitor year-end balance submissions and manage the deactivation process.

Person Specification

	Essential	Desireable
Knowledge and Experience	<ul style="list-style-type: none"> • Proven experience in a charity setting • Familiar with Google systems- i.e. Gmail, Google Docs, Google Sheets, Google Drive 	<ul style="list-style-type: none"> • Experienced line manager • Customer service experience
Skills and Abilities	<ul style="list-style-type: none"> • Excellent time organisational skills and the ability to identify, prioritise and achieve objectives • Ability to work efficiently and accurately under pressure, and with careful attention to detail at all times • Excellent written and verbal communication skills • A proactive and energetic approach, with the ability to work flexibly and manage time effectively • Ability to carry out tasks unsupervised and produce a high standard of finished work • Ability to maintain confidentiality and to deal sensitively with issues 	<ul style="list-style-type: none"> • Project management skills.

	Essential	Desireable
Personal Qualities	<ul style="list-style-type: none"> • An ability to relate well to a wide range of people and to show sensitivity and tact where appropriate • Compassionate towards those in need, and a heart to serve local churches and charities working in these areas • Professional and efficient • Enthusiastic and approachable • Reliable • Flexible and cooperative team worker • Strongly motivated, energetic and able to work independently as well as part of a team 	<ul style="list-style-type: none"> • A passion for social justice and an understanding of how to connect faith-based communities with charitable work
Circumstances	<p>As a result of our Christian ethos, and due to the core nature of this role, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to our mission, principles, values and practices by:</p> <ul style="list-style-type: none"> • Being an active member of a local church congregation. • The preparedness to pray with colleagues, where appropriate. • Being able to express Christian principles, including using scripture, to promote our values. 	<ul style="list-style-type: none"> • Have an understanding of the faith aspects of the work of Christian charities and their role in social justice and charitable giving.