Job Description

# Job title: Operations Manager

Location: Chinese Resource Centre, 1 Stranmillis Embankment,

 Belfast

Responsible to: CWA Management Committee

Salary: £23,656

Hours: 35 hours per week

Contract type: Fixed Term (ending 31st March 2026), contract may

 be renewed subject to funding

**Job Purpose:**

The Operations Manager will assist the Management Committee in implementing the Mission Statement, core aims and objectives of the Association, overseeing the daily operations of the centre, ensuring efficient service delivery, operational excellence, and a positive environment for staff and visitors. This role involves managing facilities, coordinating logistics, supervising staff, and implementing policies to enhance efficiency and sustainability.

**Key Responsibilities:**

**Operational Management:**

* Oversee the centre’s daily operations, ensuring seamless workflow and adherence to policies
* Develop and implement efficient operational procedures and ensure compliance with regulatory standards
* Monitor and optimize resource allocation, including space management, inventory, and supplies
* Maintain health, safety, and security protocols for staff, visitors, and facilities

**Financial & Administrative Oversight:**

* Responsible for income generation for the resource centre
* Working with FAO and project staff to maintain budget control and efficiency
* Overseeing CWA’s financial position and situation and balancing income and expenditure against needs
* Ensure cost-effective strategies in procurement, contracts, and maintenance services

**Team Leadership & Staff Management:**

* Supporting the CWA management committee and sub-committee by facilitating meetings, producing a monthly staff report, annual report and induction for new Committee members
* Assisting the committee in implementing the strategy plan and the Governance Review action plan
* Organizing the AGM
* Updating CWA’s staff handbook and various policies
* Advertising, assessing, selecting, and recruiting new members of staff where appropriate.
* Foster a positive working culture through effective communication, motivation, and team-building
* Conduct regular staff meetings and staff induction, supervision and appraisal to align objectives and address concerns
* Identifying training needs and developing activities for individual staff
* Support initiatives that enhance the centre’s visibility and engagement with the community.
* Address visitor inquiries and ensure a high standard of customer service

**Project Managements & Continuous Improvement:**

* Co-ordinating the production of an annual action plan for Committee approval for all projects to plan activities and set targets to implement the Core Aims of the CWA strategic plan
* Monitoring and evaluating progress of projects objectives and finance
* Reporting to funders through progress reports, statistics, reviews and monitoring meetings
* Developing, maintaining, and improving services provisions against CWA standards
* Implementing and evaluating change necessitated by internal and external factors and provide leadership for change
* Introducing, developing, and evaluating quality standards and procedures
* Overseeing and effective maintenance of the updating of the CWA website, ICT system, electronic recoding system, newsletter, and publicity on CWA
* Implement innovative solutions to enhance service delivery and sustainability
* Support strategic planning and contribute to the long-term development of the centre.
* Carrying out other duties as may be reasonably required by the Management Committee

# PERSON SPECIFICATION

**Essential**

Qualifications/knowledge

* + Degree (Third level education) in a relevant discipline or 5 years’ experience in a

community setting

* + Excellent oral and written communication skills in English and Chinese
	+ In-depth knowledge of the Chinese community in N.I. or U.K.
	+ Knowledge of the structures of government, statutory and voluntary sectors
	+ Knowledge of income generation Experience
	+ Proven experience in operational management, facilities administration, or a similar

 role

* Knowledge of health, safety, and regulatory compliance within Centre operations
* Competence in budget management and financial oversight
	+ Experience of fundraising and knowledge of current funding streams
	+ Experience of working with the Chinese community in N.I. or U.K.

Abilities, Aptitudes, Skills

* Strong leadership and problem-solving skills with the ability to multitask in a fast-paced environment (vision, motivating others, strategic thinking etc.)
	+ Excellent inter-personal skills
	+ Ability to work to deadlines and timescales in a busy environment
	+ Ability to plan, co-ordinate, prioritize and evaluate project activities
	+ Ability to supervise and manage staff effectively
	+ Ability to manage change.

Personal qualities

* + Initiative – using own ideas and those of others to get things done
	+ Commitment to racial equality
	+ Flexibility – openness to new ideas and change

Circumstances

* + Prepared to work outside normal working hours as necessary.
	+ A current, clean driving licence and access to a vehicle