



Operations Manager

Reports to	CEO
Direct reports	Events and Fundraising Administrator; Finance Officer; Volunteer and Support Group Officer
Hours	Full time, 35 hours per week
Contract	Permanent
Location	Tinnitus UK office in Sheffield, hybrid
Salary	£43,000
Benefits	30 days annual leave plus bank holidays; 5% employer pension contribution

Job Purpose

- Provide leadership across Tinnitus UK's internal operational functions, ensuring robust systems, financial oversight, governance, people processes and infrastructure are in place to support delivery of the charity's strategy.
- Work closely with the CEO to translate organisational priorities into clear plans, systems and ways of working, creating the operational oversight needed for effective delivery.
- Drive continuous organisational improvement through strong project management, risk management, business planning and the implementation of improved systems and processes.
- Ensure Tinnitus UK operates efficiently, sustainably and compliantly, identifying issues early and taking a proactive, solutions-focused approach.
- Provide operational oversight and support for organisational events and professional education activity, ensuring effective planning, budgeting, logistics, procurement, risk management and delivery.

Main Responsibilities

Operations and Organisational Improvement

- Lead the operational management of Tinnitus UK, ensuring effective systems, processes and resources are in place to support organisational objectives.
- Develop, review and continuously improve organisational systems and processes, identifying opportunities to improve efficiency, effectiveness and resilience.
- Lead organisational improvement and change projects, including the implementation of new systems and ways of working.
- Translate strategic and organisational priorities into clear operational plans, milestones and actions.
- Monitor delivery against agreed plans, proactively identifying risks, dependencies and areas requiring action.
- Lead procurement, supplier management and contract negotiations, ensuring value for money and compliance with organisational policies.
- Lead responsibility for IT infrastructure, CRM systems, website platforms and relationships with external technology providers.
- Lead responsibility for Health and Safety, business continuity planning, insurance, cyber security and information governance.
- Produce relevant management information, KPIs and operational updates for the CEO, Board and Committees.
- Provide high-quality operational support and advice to the CEO, anticipating organisational requirements and supporting effective decision-making.

Financial Management

- Line manage the Finance Officer and ensure effective day-to-day financial management.
- Oversee the production of monthly management accounts, annual budgets, cashflow forecasting and financial reporting.
- Support the CEO and Board in maintaining strong financial oversight and organisational sustainability.
- Monitor expenditure and organisational budgets and ensure appropriate financial controls are in place.

- Support effective financial planning, procurement and value-for-money decision-making.

People and Organisational Support

- Oversee payroll administration, pensions, HR administration, recruitment processes, staff onboarding and offboarding, and employee records.
- Ensure effective and consistent people processes are in place across the organisation.
- Support managers to understand and follow organisational policies and processes.
- Line manage direct reports effectively, setting clear objectives, providing regular supervision and supporting development and high performance.
- Contribute to the development of a positive, inclusive, accountable and high-performing organisational culture.

Governance, Risk and Compliance

- Lead the charity's governance framework, ensuring compliance with Charity Commission, Companies House and other relevant statutory requirements.
- Maintain and regularly review organisational policies, ensuring they remain current and are appropriately approved.
- Maintain key governance documents including the Scheme of Delegation, Articles of Association, Terms of Reference and organisational policies.
- Maintain the organisational risk register and support the CEO and Board in monitoring strategic and operational risks.
- Coordinate the production of the Annual Report, Annual Return and statutory filings.
- Lead the administration and effective coordination of Board, Committee and AGM meetings, supporting the CEO, Chair and relevant Committee Chairs.
- Ensure robust compliance with GDPR, information governance and organisational policies.
- Ensure appropriate systems of organisational assurance are in place and that actions arising from audits, reviews, risks or governance processes are followed through.

Events and Professional Education - Operational Support

- Provide operational oversight and coordination for Tinnitus UK's programme of events and professional education activity.
- Ensure appropriate project plans, budgets, procurement arrangements, risk assessments, systems and resources are in place for major events.
- Work with colleagues responsible for the strategic purpose, content, audience and outcomes of events and professional education to support effective delivery.
- Oversee operational relationships with venues, suppliers and other delivery partners where appropriate.
- Ensure events are delivered safely, efficiently, accessibly, on time and within agreed budgets.
- Support the evaluation and continuous improvement of event delivery and operational processes.

Strategic ownership of professional education content, fundraising strategy, event purpose, audience development and external engagement will sit with the relevant organisational lead, with Operations enabling effective delivery.

Person Specification

Essential Experience

- Significant experience in an operations, business management or organisational management role.
- Experience of managing and improving organisational systems and processes.
- Experience of financial management, budgeting and cashflow oversight.
- Experience of project management and delivering organisational change.
- Experience of governance, risk and compliance within a charity or comparable organisation.
- Experience managing suppliers, contracts and external partners.
- Experience managing CRM systems, technology platforms or organisational databases.
- Experience managing staff and developing effective, high-performing teams.
- Experience of managing multiple complex workstreams and ensuring actions are followed through to completion.

Desirable Experience

- Experience working within the charity sector.
- Experience of membership organisations.

- Experience of digital transformation or CRM implementation.
- Experience supporting the operational delivery of conferences, events or training programmes.
- Experience working directly with a CEO, senior leadership team or Board.

Knowledge

- Charity governance and regulatory compliance.
- Financial management principles and financial controls.
- Risk management and organisational resilience.
- GDPR and information governance.
- Health and Safety legislation.
- Microsoft 365 and CRM systems.
- Effective HR and people-management processes.

Skills

- Exceptional organisational and planning skills.
- Strong project and change management skills.
- Ability to create clarity, structure and effective processes across multiple workstreams.
- Strong analytical and problem-solving ability.
- Sound judgement and the ability to identify risks and issues early.
- Strong financial and commercial awareness.
- Excellent written and verbal communication.
- Ability to build effective working relationships across an organisation.
- Ability to influence, support and appropriately challenge colleagues at all levels.
- High attention to detail while retaining sight of wider organisational priorities.
- Ability to take ownership, use initiative and move work forward with appropriate autonomy.

Personal Attributes

- Highly organised, proactive and solutions-focused.
- Calm, pragmatic and dependable.
- Comfortable working both strategically and at a detailed operational level.
- Takes ownership and follows through on commitments.
- Collaborative and supportive, with the confidence to hold high standards.
- Able to operate effectively in a changing organisation and manage competing priorities.
- Motivated by enabling others and the wider organisation to perform at its best.
- Committed to continuous improvement.
- Demonstrates integrity, accountability and professionalism.
- Strong commitment to equality, diversity and inclusion.

Values

Tinnitus UK's RISE values help to steer our work and underpin everything we do. We expect our team to adopt and adhere to these values:

- **Respect:** Valuing diversity, individuals and inclusion, and fostering open communication, mutual respect and empathy.
- **Integrity:** Demonstrating accountability, trust, transparency and ethical practice in everything we do.
- **Support:** Showing encouragement and empathy and contributing to improved wellbeing and quality of life.
- **Evolve:** Embracing growth, learning, innovation and empowerment so that we continue to improve our impact.