

JOB DESCRIPTION

Job Title:	Operations and Project Manager
Managed By:	COO
Responsible For:	Managing client projects Supporting internal operations
Hours:	0.8 FTE (flexible hours) <i>CTP practises a 4 day working week for all core staff.</i>
Salary Range:	£28,000-£32,000 FTE <i>(depending on experience)</i>

About us:

Founded in 2010, Centre for Thriving Places (CTP) helps put the wellbeing of people and planet at the heart of decision making in towns, cities and regions across the UK. Our key strength is in helping show what's possible and providing practical pathways to getting there. We do this through place-based strategic consulting, research and data and evidence-based measurement tools and frameworks including the Thriving Places Index and the Happiness Pulse.

We're a small, nimble organisation with a great network of partners and associates. We've been working remotely since the pandemic began but look forward to returning to a physical space in central Bristol in the near future.

Job Summary:

This role will support effective and efficient internal operations, while helping to grow our impact with solid project management, building relationships and helping to provide excellent service to our clients and partners. It involves managing both the day-to-day company ops needs and the day-to-day project lifecycle, developing and coordinating timelines and project plans, coordinating the delivery team and providing key client support.

This role will work across CTP project types, coordinating different team inputs such as measurement and data analysis, communications and strategic consultancy. We work with a range of different audiences, including local authorities and policy makers, charities and community groups and the private sector.

Key Responsibilities - Project Management

- Provide excellent account and project management, including internal project planning and, along with the wider delivery team, helping to develop and maintain long-term client relationships
- Operate as a day-to-day administrative point of contact for assigned clients and partners, assisting project team in delivery and ensuring client satisfaction
- Managing project timeline and deliverables, project budgets and contracts, tracking payments, developing and using effective contact/account management systems and other project-related admin
- Forecast and track client account metrics to ensure project goals are met
- Support new proposals and business development activities
- Work with comms to ensure all CTP and client/partner successes are celebrated and promoted
- Liaise with digital development/delivery partners for the Happiness Pulse and Thriving Places Index
- Possibly manage interns and volunteers where required
- Represent CTP as appropriate in working groups, workshops and/or meetings/other events as directed
- Liaise with CTP Associates and partners to coordinate delivery
- Undertake other duties that may from time to time be necessary, that are compatible with the nature and grade of this post

Key Responsibilities - Operations Management

- Managing office and tenancy arrangements including rent, stationary and IT equipment, and company licensing, software and IT subscriptions
- Managing all human resource policies and procedures, including maintaining employee records, managing payroll (with external payroll support) and pension contributions, recruitment, equalities monitoring, absence and leave management
- Contributing to papers for bimonthly Board of Directors' meetings to ensure timely input of advice and reporting in support of general understanding, discussion and decision making
- Undertaking key company tasks including scheduling and minuting Board meetings, maintaining Companies House records and register of Directors' interests, leading on the preparation and finalising of accounts (with external accountancy support)
- Managing company financial policies and processes, including budgeting and cash flow, invoicing and expenses, processing staff expenses, and working with COO and Treasurer to produce monthly and annual reports for the Board of Directors
- Contributing to company financial forecasting, and planning and reviewing budgets on an ongoing basis with Chief Operating Officer
- Reviewing and implementing company insurance arrangements and ensuring continuous and sufficient insurance cover
- Ideally the post holder would also act as the company's data protection officer

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • Degree or equivalent
Experience	<ul style="list-style-type: none"> • Demonstrated ability to effectively manage projects • Building/maintaining customer/external relationships • Managing project budgets • Managing digital delivery 	<ul style="list-style-type: none"> • Influencing and negotiating • Client account management • Managing research projects • Experience in at least two of the following trading environments: commercial, public sector, third sector
Skills and Knowledge	<ul style="list-style-type: none"> • Ability to think creatively and proactively to meet client needs • Excellent communication and customer relationship skills, written and verbal • Excellent project management skills • Ability to manage operational/finance tasks • Presentation skills • Excellent organisation skills with the ability to manage and take responsibility for own workload, handle multiple priorities and to work independently • Time management 	<ul style="list-style-type: none"> • GSuite products • Basecamp • Wellbeing • New economics

Attitudes/Personal Characteristics

- Commitment to and enthusiasm for Centre for Thriving Places, its values and goals
- High standards of professionalism
- Ability to think creatively, be proactive and solutions focused
- Willingness to speak their mind

- Constructive & positive openness
- Willingness to devote necessary time & effort, flexibility around work schedules
- Ability to work effectively as a member of a team with a team building mindset
- Good, independent judgement
- Curiosity
- Commitment to diversity, equality of opportunity and inclusion