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Charity No 1163030

**The Cavalier Centre**

First opened its doors in April 2019. Although it was closed periodically during Covid, it has grown year on year with progressive riding now being offered as well as therapeutic riding, carriage driving, vaulting and hippotherapy. We have run some amazing programmes, when funding and resources allow supporting refugees, young people in care, young adults looking for employability skills, and many others. Our team of dedicated staff and volunteers is passionate about making a difference through the power of our amazing equine partners.

**Operations Manager**

We are seeking a proactive and highly organised operations manager to oversee the smooth day to day running of the centre, ensuring an inclusive and welcoming environment for all. This key leadership role ensures our services are delivered safely, efficiently and with compassion and kindness. The operations manager will coordinate people, horses, schedules and resources – working closely with the yard manager and volunteer manager to keep everything moving so that our riders and participants receive the best possible experience.

We are looking for someone who is passionate about the potential of horses and horse related activity to promote improved mental, physical and emotional health; who is enthusiastic about the work, mission and vision of the Cavalier Centre. You will be responsible for the participant journey from initial assessment to feedback and testimonial as well as extending our reach so that we can continue to grow and reach more participants.

This dual-role position is perfect for someone who thrives in a varied hands on environment and is equally comfortable managing people, coordinating logistics and promoting our mission to the wider community.

You’ll be a people person, work well in a busy environment and have excellent communication and organisation skills.

**Job Description**

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| **Job title:** | **Operations Manager** |
| **Location:** | **Cavalier Centre, Much Wenlock, Shropshire** |
| **Responsible to:** | **Centre Manager and Trustees** |
| **Responsible for:** | **Day to day running of the centre, health and safety, timetabling and supporting participation at the Cavalier Centre** |
| **Hours** | **Full time (with some evening and weekend work)** |
| **Salary** | **£30,000 + (pro rata) depending upon experience** |

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| **Job Purpose**  To enable regular activities at the Centre by ensuring a safe and secure physical environment, creating a workable schedule of activities and ensuring that participants are properly assessed, matched to activities and resources and that they and their carers receive positive, purposeful and fulfilling experiences. To seek new users for the Centre and strive to continually improve opportunities for existing participants. |

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| **Main Duties** | |
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| 1. | Oversee daily centre operations, ensuring activities run safely and to schedule |
| 2. | Line manage, support and coordinate yard staff, support staff, and the volunteers Manager |
| 3. | Oversee facility maintenance, including buildings, arenas, and equipment |
| 4. | Ensure compliance with RDA and other statutory health and safety regulations |
| 5. | Plan and implement efficient rota systems for staff, volunteers, horses, and riders |
| 6. | Ensure the establishment and maintenance of accurate records, including safeguarding, incident reporting, and rider progress |
| 7. | Review and be responsible for relevant policies and procedures |
| 8. | Assist in budgeting and cost control, including ordering supplies and managing inventory |
| 9. | Liaise with trustees, riders’ families/carers, therapists, and external partners |
| 10. | Process participant application forms and associated admin. For Centre bookings Ensure maximum numbers of eligible participants have access to the Centre through efficient onboarding and administration. |
| 11. | Work with others to secure and evaluate feedback regarding the participant experience to ensure needs are met and quality of delivery is maintained. Recognise and champion participants’ achievements |
| 12. | Ensure compliance to policies including in respect to GDPR and record keeping, DBS safeguarding, confidentiality and use of personal information, and supporting the team’s compliance with funding and contractual obligations |
| 13. | Assist with social, community and equine activities to target new groups of participants |
| 14. | Work with the marketing team and other staff to increase participant numbers and work creatively with the timetable to ensure maximum use of resources. |
|  | **General duties** |
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| 15. | Provide flexible support to the wider charity as reasonably required, fulfilling occasional alternative duties as requested, so that expertise is deployed to meet business priorities at a level consistent with those outlined in this job description |
| 16. | Encourage a culture of support at the Centre which reflects our mission and provides a positive and supportive environment for participants, volunteers and staff |
| 17. | Develop and maintain excellent relationships with key stakeholders including schools and care homes |
| 18. | Create events and opportunities for social interaction between all users of the Centre. Support fundraising, events and community engagement activities, to promote the charity in a positive and professional manner acting as an ambassador for the charity |

**Person Specification**

**Job title:** Volunteer and Participant Coordinator(**E = Essential D = Desirable**)

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| **SKILLS AND CORE COMPETENCIES** |
| **Technical competency (qualifications and training)**   * Degree level or equivalent professional experience - E * Evidence of continuing professional development - E * Knowledge of BSL / Makaton - D * Good IT skills and ability to use a range of programmes and applications– E |
| **Experience**   * Strong operational or general management experience, preferably in an equine, charitable, or care environment -E * Experience of managing, motivating and rewarding staff or volunteers -E * Experience of basic horse care skills - E * Experience of working with a broad range of people – E * Competence in using Microsoft Office and scheduling or record-keeping systems -E * Experience of recording, tracking and evaluating programmes and activities - D * Experiencing of meeting deadlines and prioritising own work – E * Experience of completing risk assessments - D |
| **Skills and Attributes**   * Excellent leadership, communication, and interpersonal skills -E * Good relationship management skills; ability to engage confidently and sensitively with stakeholders and partners -E * Excellent organisational skills; ability to demonstrate capability in multiple task management and evidence of success in delivering outcomes to agreed timescales, deadlines and budgets-E * Knowledge of health and safety best practices and first aid qualifications (or willingness to obtain) -E * A passion for making a difference- E * Ability to work accurately with close attention to detail – E * Good IT skills and ability to undertake essential administrative or reporting tasks – E |
| **Personal qualities, communicating and relating to others**   * Strong commitment to supporting people with special educational needs and disabilities- E * Resilience, positivity and team working – E * Ability to prioritise – E * Ability to motivate others – E * Working flexibly to meet demand- E |
| **Safeguarding**   * Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults -E * This post requires a Disclosure & Barring Service (DBS) disclosure at an Enhanced level - E |
| **Other**   * A commitment to Equal Opportunities and Diversity -E * Ability to understand funding regulations and compliance requirements - E * Maintain discretion and confidentiality – E   This is a hands-on, full-time role requiring flexibility. Some evening and weekend work will be required to support events, sessions, and horse care. |