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**RETAS Leeds**

**Job Description**

**RETAS Operations Manager**

**Salary and contract details**

* **£32,020** full time post (35 hrs per week)
* **Job location:** RETAS Leeds, 233-237 Roundhay Road, Leeds, LS8 4HS
* **Accountable to**: RETAS CEO
* **Duration:** Permanent contract

“**People with lived experience of migration with relevant skills and experience are strongly encouraged to apply”.**

# Main Responsibilities

* Manage, deploy, and develop the team of Advisers and Digital Skills Tutor
* Monitor performance against targets and deliverables for all contracts and funding agreements.
* Manage the 28 Day Transition project: line managing the delivery staff, co-ordinating the project and writing reports.
* Support employee activities and provide guidance where needed including coaching.
* Encourage a cohesive and inclusive work environment and culture for all employees.
* Lead in all operational Health & Safety matters, risk management and liaise with the landlord to ensure compliance with legislative requirements.
* Deputise for the CEO as appropriate.
* Provide occasional support and advice to service users.
* Engage in casework support with Advisers as part of CPD (Continuous Professional Development)
* Carry out Internal Audits to quality assure systems and processes.
* Liaise with the landlord to ensure building and equipment is fit for purpose and meets compliance standards. This includes IT, phone systems, office organisation, storage and building maintenance and safety.
* Produce monthly and quarterly contract and other management reports.
* Be responsible of providing information to support bids for funding from Trusts and others (Data collection)
* Coordinate internal staff meetings and other full-service events.
* Oversee the management and development of RETAS policies and procedures.