Job Description

Job Title:	Operations Leader (12 months temporary cover from 5 April 2027 to 4 April 2028)	**Job Level:**	4A	**Job Ref:**	ID368
Directorate:	UK Operations	**Region:**		Scotland	
Reports to:	Assistant Director	**Directly Responsible for:**		**Alloa Team** 2x Team Leaders 3x SPOs	
Location:	Alloa, Scotland				

Directorate Purpose

- TCV's Operations Team connects people together to protect and restore nature, delivering lasting benefits for both.

Role Overview

- A TCV Operations Leader is the most senior representative for an area of TCV's operations, providing leadership to multiple teams and locations across a specific geographical area, and operational oversight for a diverse portfolio of projects and partnerships.
- The Alloa Dept Operations Team delivers projects that protect and restore local environments, improve people's health and wellbeing through a connection to nature, and develop conservation and green skills. These take place at locations across Clackmannanshire, Falkirk, Stirling, Edinburgh and Glasgow. These projects deliver services which contribute to TCV achieving its overall operational delivery plans at local, regional and national levels.
- You will oversee projects within your assigned portfolio to achieve optimum results in terms of quality, operational and financial performance as well as ensuring adherence with contract and funder requirements.
- The portfolio includes programmes focused on:
  - The development and delivery of Nature Networks through the EPIC (Enabling Projects in Clackmannanshire), Forth Valley Biodiversity Action Team and the Edinburgh Biodiversity Action Team.
  - The delivery of strategic woodland connectivity projects through the Clyde and Forth Climate Forests.
  - Development of Scotland wide projects including the Scotland Counts Citizen Science, Community Flood Resilience and Training Programmes.
  - Support for the development of our ongoing relationship with NatureScot and Scottish Government.

Key Role Responsibilities

Resource Management and financial Responsibilities

Project – the Operations Leader:

- Is accountable for the management, safe operation and compliance of the Alloa area's projects, people and resources.
- Will ensure agreed project objectives and deadlines are met across the broad range/area of responsibility.
- Works closely with the Assistant Director to set annual budgets.
- Has overall accountability for budgets at area level, overseeing financial plans, forecasting and performance, and recommending changes for improved effectiveness, growth and sustainability.
- Is responsible for overseeing and prioritising income generation across the rea in line with annual budgets and with broader regional and national objectives.
- This will include bringing in funding from new sources where possible, through grants, contracts and other relevant opportunities to strategically grow your portfolio and achieve TCV ambitions. This will include supporting the Assistant Director and central Business Development team in identifying and progressing relevant income generation opportunities.

People – the Operations Leader:

- Is the most senior TCV role for operational management at area level. Will be the senior escalation point for teams across your area of responsibility, with support where needed from Operations Leadership and Central Service Teams.
- Will line manage 2x Team Leaders and 3 x SPOs.

Property - the Operations Leader:

- Has oversight of the logistical elements of the area's portfolio of responsibility, which typically includes the management of vehicles, premises and a broad range of equipment and materials as appropriate.

Working Relationships and Communications

You will: • Manage staff across multiple projects across a broad geographical area, including the arrangement of relevant training as required to best meet project and APDR objectives. • Have TCV wide interaction, and work collaboratively with colleagues across all TCV's functions, and senior level direct interaction with TCV's Business Support function and Central Services teams. • Have oversight of TCV's Volunteer Programme across your area. Contribute to the ongoing development of plans to create Includes identifying and coordinating opportunities, planning recruitment and ensuring a high-quality volunteering experience.	You will: • Interact regularly with stakeholders, including senior level contacts, across your projects and teams' broad geographical area. Includes partners, funders, suppliers, contractors and other external parties, as well as the public when appropriate. • Have oversight of and be the senior contact point for a range of external relationships. • Represent TCV in securing strategic partnerships to deliver our mission and increase regional impact. • Develop and support major partnerships, applying strong influencing and negotiation skills. • Advocate for TCV and position for new work across a broad range of agencies, individuals and groups.

Autonomy, Complexity and Risk

- The Operations Leader is the most senior operational representative at area level, overseeing a broad geographical area's diverse range of projects, people and resources.
- Accountable for performance and quality across the designated area, achieving optimum operational and financial performance in line with wider regional and national TCV plans and objectives.
- Accountable for safety and risk across the area, ensuring that all work is carried out in line with TCV policies.

Planning and Reporting

- The Operations Leader is accountable for oversight of all operations across a designated geographical area, ensuring that development and delivery of projects align with regional and TCV-wide plans.
- Directly contribute to broader regional planning, and TCV wide planning as appropriate.
- Contribute to setting measures for ongoing monitoring at area/regional level.
- Adhere to all internal impact, finance and risk compliance monitoring, reporting and evaluation requirements across area of responsibility.
- Draw upon this information to inform ongoing practice and process improvement, sustainability of our work and broader TCV plans.
- Ensure agreed project objectives and deadlines are met; external reporting, monitoring and evaluation for funders is effectively completed in a timely and accurate manner.
- You will provide support to Team Leaders with more complex reporting, monitoring and evaluation requirements and be responsible for the provision of overall insight to inform decision making.

Additional Responsibilities

- Complete any other activities as appropriate for the level and nature of the post as delegated.
- Play an active role across the wider operations management team to support the smooth running of TCV's activities to contribute to our organisational strategy.
- You are required to adhere to TCV's policies and procedures, including Health and Safety, GDPR, and Safeguarding at all times.

TCV Values and Behavioural Framework

Our Values: • Make stuff better. • Make a positive environmental impact. • Crack on and muck in. • Make a difference. • Be the best that we can be.	How we demonstrate our values through our day-to-day work is outlined in our supporting behavioural framework. This framework forms part of our annual performance and development review (APDR) process

Regulatory Requirements

Criminal Record Check and Self Disclosure • Enhanced	• **Full UK Driving Licence -** car and small van • **First Aid at Work Certificate -** (or willingness to do the training)

Person Specification

	Essential	Desirable
Education / Qualifications		
NVQ Level 5 or equivalent qualification or relevant experience.	X	
Additional qualification, training or demonstrable experience specifically related to the nature of project delivery.	X	
Qualification relating to the management of people and/or projects.		X
Experience		
Relevant experience in TCV's core objectives of conservation and health and wellbeing.	X	
Line management of roles, including at Team Leader level, based in different geographical locations.	X	
Budget management across multiple projects.	X	
Partnership working and relationship management.	X	
Prior experience in a similar role.	X	
Overseeing performance and quality across a diverse project portfolio, including monitoring progress against targets and use of this information to inform broader (regional) plans.	X	
Developing significant funding and project growth opportunities through grants, contracts and other relevant opportunities.	X	
Supplier / contract management.	X	
Previous experience in a relevant not-for-profit / funded organisation.	X	
Knowledge, Skills and Abilities		
Highly developed project management and people management skills across multiple / geographically dispersed projects.	X	
Strong knowledge and understanding of the challenges faced by a volunteering and enviromental organisation.	X	
Ability to work in a highly collaborative manner as a senior member of a regional team.	X	
Ability to oversee the management of a broad range of resources across a diverse mix of projects, varying by size, type and nature / focus.	X	
Ability to contribute to the strategic direction of the region, overseeing the monitoring and evaluation of a range of projects, drawing upon key trends and insight to directly inform longer term regional planning.	X	
Ability to use a range of IT systems to allow collaborative working – internally and meeting funder and other external requirements.	X	
Ability to recognise appropriate opportunities for business development / income generation lines with wider organisational plans and to convert these.	X	
Ability to identify ways in which regional efficiencies and effectiveness can be improved by looking across a range of projects and broader sector awareness and drawing upon this experience.	X	
Strong knowledge and understanding of the particular challenges faced by a funded organisation and ability to directly contribute to income generation in line with broader objectives.	X	
Personal Characteristics		
A highly effective communicator with a broad range of internal and external stakeholders, including strong relationship development and management skills.	X	
A highly organised and motivated approach, with commitment and drive to achieve successful and mutually beneficial outcomes at area level in line with broader regional and, where appropriate, TCV wide plans.	X	
A strong proven interest in the objectives of TCV and our overall objectives.	X	
Attention to detail with effective problem-solving skills.	X	