




Job Description & Person Specification

Post:	Operational Manager
Responsible to:	Community Impact Manager and the Reive Board
Responsible for:	Operational Management of Revive

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Revive

The Revive Project aims to establish a physical facility in Mirehouse where the local community can donate furniture and household items for sale or free distribution to those in need. The project also provides opportunities for learning and engagement, with the overarching goal of reducing waste sent to landfills, enhancing local skills, and combating social isolation. Additionally, it seeks to address social, economic, and health inequalities within the community.

Operational Manager – Revive

The key purpose of the Operational Manager – Revive is to lead the operational readiness and ongoing management of Revive, working in close collaboration with the Community Impact Manager, project team, and Board to deliver a financially sustainable, community-focused not-for-profit enterprise.

Core responsibilities include:

Strategic and Operational Planning

- Develop and implement the operational readiness plan for Revive.
- Maintain operating plan(s) and contribute to longer-term business planning
- Collaborate with the Community Impact Manager and Board to align operations with the business plan.
- Prepare and manage budgets, impact reports and business plans, ensuring financial sustainability.
- Keep up to date with the UK's broader environmental and circular economy goals, including the National Reuse Agenda.
- Provide accurate, timely reporting to the CEO, Community Impact Manager, and Board.

Team and Volunteer Management

- Recruit, train, schedule, and support paid staff and volunteers.
- Foster a positive, inclusive, and supportive working environment.
- Deliver or oversee supervision, training, and guidance for all volunteers and placements.

Facility and Stock Management

- Oversee the day-to-day management of the Revive facility.
- Lead on collection, delivery, and stock management including donations and purchases.
- Ensure consistent provision of affordable, high-quality products and services.

Compliance and Governance

- Ensure compliance with policies, procedures, health and safety, and relevant legislation.
- Apply for and maintain required licenses and compliance documentation.
- Maintain accurate financial records, monitor sales, and complete month-end accounts.

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Performance and Reporting

- Set and monitor KPIs, impact measures, ensuring sales targets and budget controls are met.
- Collect and analyse data for performance reporting and continuous improvement.
- Embed a creative, vibrant, and customer-focused culture across all operations.

Community and Business Development

- Work with the Community Impact Manager to develop new partnerships and business opportunities.
- Support the growth of new ventures such as county-wide bulky waste contracts.
- Represent Revive at meetings with external stakeholders and organisations.

Marketing and Communications

- Oversee social media content, website updates, and customer communications.
- Promote Revive's products, services, and initiatives.
- Use customer feedback and data to improve services and evaluate success.

Behaviors

As a company, we set high standards of performance and ethical behaviors. The following corporate behaviors underpin the working environment at BEC and assist us in delivering our vision.

- Working with integrity
- Being commercially astute
- Partnering people and change
- Driven to make a difference
- Accountable for actions
- Courageous leadership
- Environmentally responsible

Health and Safety

The postholder must create the Company's Health and Safety policies and procedures, and ensure compliance.

Flexibility

In order to deliver the service effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. In particular, the Operational Manager – Revive, will be expected to support the Community Impact Manager.

Such duties, however, will fall within the scope of the post, at the appropriate grade. The Operational Manager - Revive may be required to work outside of normal office hours and at alternative locations, such as any BEC office.



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Continuous Personal Development

The post holder is expected to undertake regular CPD and work with the Community Impact Manager and the Board to identify areas for further training and development, undertaking relevant courses and qualifications as required.

Diversity

The postholder is required to always have due regard for equal opportunities and diversity, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all staff.

Quality

To support BEC in striving to create a client service culture with total commitment to quality.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.

Person Specification

Skills & Abilities

Essential

- Minimum two years' management experience in a social enterprise or similar environment
- Proven track record of increasing income or earnings
- Strong knowledge of Health & Safety and maintaining a safe workplace
- Excellent stakeholder relationship-building skills
- Self-motivated and able to work independently within guidelines and deadlines
- Clear, effective communicator at all organisational levels
- Highly organised with strong time and diary management
- Able to work effectively with minimal supervision
- Calm, professional approach to handling complaints
- Hands-on experience in operations management, including recruitment, training, scheduling, and volunteer coordination

Desirable

- Skilled in creating promotional materials and user guides for print and digital platforms
- Events management experience with a strong track record of successful delivery
- Knowledge of the circular economy, recycling, and community-based reuse initiatives
- Insight into the challenges and opportunities within not-for-profit social enterprises
- Experienced in designing and delivering training programs for adults and young people
- Awareness of social and health inequalities, with experience in community-focused solutions
- Proven ability to build and sustain partnerships with local authorities, businesses, and community organisations



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- Strong financial management skills, including budgeting, reporting, and ensuring financial sustainability

Knowledge, Education & Qualifications

Essential

- Good understanding of the importance of effective customer services and teamwork in promoting the image of the organisation.
- Computer literate - excellent computer skills, including use of Microsoft Teams, Outlook, Word, PowerPoint, and Excel.

Desirable

- Programme/ Project management (e.g., MSP, PRINCE)
- Budget management
- Knowledge of local stakeholders and priority groups
- Knowledge of various public grant programs (i.e. ERDF, RGF)
- Knowledge of bid writing and making grant applications

Experience

Essential

- Experience managing a multi-disciplinary team and responding to changing requirements.
- Using soft skills and empathy to identify customer needs, address complaints and deliver excellent customer services.

Desirable

- Experience in managing grant funding programmes/ projects.
- Analysing feedback and report data to drive improvement.
- Experience managing a team.

Personal Attributes

Essential

- Ability to work on own initiative to achieve results.
- Resilient
- Calm under pressure
- Fair and compassionate
- Ability to work as part of a team.

Desirable

- Passion and understanding of West Cumbria

Any Other Requirements

Essential

- Ability to represent the business throughout Cumbria and if required, the UK as and when required.
- Ability to cope with the challenges associated with the role.
- Flexibility in hours worked and location of work base.

Desirable

- Lives within reasonable commuting distance of West Cumbria
- Knowledge of West Cumbria and its challenges and opportunities
- Driving licence