

Operations Manager Job Description 2025

Responsible to: Chief Executive Officer (CEO)

Starting Salary: £40,000 pro rata (£23,999.99 for 21 hours) plus 5% employer's pension contribution

Working Hours: 21 hours per week (0.6 FTE)

Office Base: 32 Cockburn Street, Edinburgh, EH1 1PB (with some travel across Scotland) with the possibility of a maximum of 1 day weekly home-working

Crew is an award-winning national charity based in Edinburgh. We reduce harms and stigma associated with stimulant drug taking by providing a range of services for young people, their families, friends and communities. Crew acts from a public health perspective with the input of people with living and lived experience.

Our Mission: To reduce drug and sexual health related harms and stigma, improving mental and physical health without judgement.

Our Values:

Accepting: non-judgemental, unconditional positive regard.

Genuine: being genuine and real with each other.

Empathic: understanding other people's journeys.

Justice-focussed: acting to change the balance of power towards justice, equality and human dignity.

Accountable: we trust in our courage to own mistakes and learn from them; we are realistic about what we commit to do, and we do it.

Role Purpose:

Supporting the CEO, volunteers and staff, ensuring the highest standards of service quality, effectiveness and efficiency and ensuring working at Crew offers opportunities for personal and professional growth. This includes Human Resources and recruitment management, overseeing management of resources, our building, and the development, implementation and review of policies and systems.

Main Duties:

People Development:

- Line-manage the Services and Finance Officer (SFO).
- Maintain a high level of morale within the staff team ensuring that staff and volunteers receive regular supervision, support and development opportunities in line with Crew policies and procedures.
- Overseeing recruitment and induction of staff and volunteers.
- Maintaining, reviewing and developing HR record system for staff and volunteers.

- Implementation of health and safety risk assessment, practices and management, including rotational emergency telephone/in person call-out duties on alternate months.

Service Development:

- Ensure effective planning, resourcing and delivery of services, responsive to the needs of people we serve.
- Research and develop funding applications in line with strategic and operational priorities.
- Oversee the quality, health, safety and security of the running of our building, delegating day to day tasks to the SFO.
- Support and ensure efficient operational management and prompt quarterly reporting on services by Coordinators/project leads, in line with strategic and operational plans and funding agreements. Monitor and evaluate service quality and standards.
- In conjunction with the CEO, contribute to strategic planning and development of operational plans to achieve service goals and targets.
- Ensure that Crew meets legal and statutory requirements, including GDPR, and exceeds required standards for service delivery.
- Prepare in advance for and attend regular support and supervision meetings with your line manager.
- Support the work of Crew in covering any reasonable request. Any request that becomes a regular activity will be added to your task description in negotiation with you.

Person Specification

Essential	Desirable
Aptitude/Abilities/Skills	
Leadership skills.	Understanding of management of resources in the charitable sector.
Team building skills.	Experience of using a CRM/Sales database, eg Salesforce.
Office management and effective management of resources.	
Excellent verbal and written communication skills.	
Strong ICT skills including MS Word, Teams and Outlook.	

Ability to balance competing priorities and meet agreed deadlines. Ability to develop and implement policies and procedures in line with best practice Ability to demonstrate understanding and working knowledge of charity and company law. Ability to demonstrate understanding and working knowledge of data protection law.	
Previous Experience	
Management role within a voluntary organisation or public service setting. Experience of delivering and understanding of Human Resources processes. Proven track record of successful partnership and collaborative working with other agencies. Contributing to funding applications. Implementing data protection (GDPR) audit, cleanse and compliance. Developing evaluation systems and reporting to a variety of funders and stakeholders to a high standard.	Experience of working in health and social care in the voluntary sector. Experience in working with staff supporting people who take drugs. Success in obtaining funding and/or securing public contracts through competitive tendering. At least 2 years' experience of working in the voluntary/charity sector.
Education Knowledge	
Management qualification or equivalent, eg at least 5 year's managerial experience in the voluntary sector. General understanding of psychoactive drugs and harm reduction.	CPD in or good knowledge and understanding of working with people who are neurodivergent.
Attitudes Personality	
Ability to respond positively to constructive feedback and improve practice as a result.	

Committed and enthusiastic team player. Commitment to Crew's non-judgemental ethos and understanding of need to work with people to effect positive changes. Commitment to organisational values: Accepting: non-judgemental, unconditional positive regard. Genuine: being genuine and real with each other Empathic: understanding other people's journeys. Justice-focused: acting to change the balance of power towards justice, equality and human dignity. Accountable: we trust in our courage to own mistakes and learn from them; we are realistic about what we commit to do, and we do it.	
Other	
Ability to work flexible hours including occasionally evenings and weekends with a time off in lieu (TOIL) system. Ability to work under pressure in an extremely busy environment. Ability to provide telephone and in-person emergency call out support on alternate months.	

To apply for this post please complete and save the accompanying application form and return by email only to applications@crew2000.org.uk by **12.00 Noon Wednesday 26th November 2025.**

Please note that we won't monitor this email address until after the closing date – please contact admin@crew2000.org.uk if you have a query.

Please note that we won't accept any applications received after this closing time and date.

Interviews will take place **Wednesday 3rd December in person.**

Crew 2000 (Scotland) is a company limited by guarantee; registered in Scotland, company number SC176635 and a charity also registered in Scotland, SCO 21500.

Registered office: 32/32a Cockburn Street, Edinburgh EH1 1PB