

Job Description: Solidaritech Operations Manager

Job Title: Operations Manager

Salary: £13,500 (£33,750 pro-rata)

Hours: 15hrs pw

Location: Solidaritech Office

Responsible to: CEO

Line Management: Operational staff, volunteers

Purpose of the Role

The purpose of the role is to keep Solidaritech's day-to-day operations running smoothly.

This internally focused post will manage and support operational staff and volunteers, maintain and improve internal systems and processes, and make routine operational decisions to ensure safe, effective and well-organised delivery.

The postholder will provide accurate operational information to the CEO and Directors and ensure all activities meet required standards, compliance expectations and deadlines. This is a temporary role, in place while the Directors and CEO agree the medium- to long-term strategic goals of Solidaritech and the current CEO prepares to stand down.

External liaison will be limited to what is necessary for operational delivery.

Main Responsibilities

1. Operations & Staff Management

- a. Manage, support and supervise operational staff and volunteers.
- b. Coordinate day-to-day delivery of Solidaritech's activities, workshops and repair/tech processes.
- c. Ensure staff and volunteers work safely, effectively and in line with Solidaritech policies and values.
- d. Lead day-to-day operational decision-making and problem-solving, escalating issues to the CEO when required.
- e. Ensure a positive, inclusive working culture across the operational team.

2. Internal Processes & Systems

- a. Maintain and improve internal operational processes (workflows, stock management, device tracking, workshop systems, etc.).
- b. Ensure accurate and timely data collection and reporting for funders and internal monitoring.
- c. Lead on compliance with health and safety requirements, including risk assessments and workshop safety.
- d. Ensure quality standards are upheld in all operational activity.

3. Planning & Coordination

- a. Translate strategic and operational plans set by the CEO into practical work plans for the staff team.
- b. Coordinate staff rotas, volunteer schedules, workflow planning, and equipment availability.
- c. Support the CEO with operational input for budgets, delivery plans and reporting.
- d. Monitor day-to-day performance against operational goals and deadlines.

4. Governance, Compliance & Administration

- a. Ensure compliance with relevant organisational policies and procedures.
- b. Maintain accurate operational records, inventories, and documentation.
- c. Prepare clear operational reports for the CEO and Directors as required.
- d. Ensure contractual and grant-funding operational requirements are met (e.g., outputs data, device records, workshop logs).
- e. Support effective financial management by working to the agreed budget, keeping accurate financial records for operational activity, and ensuring all financial transactions receive a second signature from the CEO.

5. Partnership Working (Operational Level Only)

- a. Liaise with partner organisations on **practical operational matters** (collections, deliveries, referrals, repairs) when required.
- b. Represent Solidaritech in operational contexts only — not strategic or public-facing forums.
- c. Maintain positive working relationships with external stakeholders connected to operational delivery (e.g., tech donation partners, couriers, community groups).

6. General Duties

- Work collaboratively across the whole team, assisting colleagues as needed.
- Participate in regular team meetings and contribute to a positive team environment.
- Support recruitment, induction and training of staff and volunteers.
- Maintain a commitment to personal development and training.
- Work flexibly, occasionally including evenings/weekends.
- Uphold Solidaritech's commitment to equality, inclusion and anti-oppressive practice.
- Undertake any other reasonable duties that support the effective running of Solidaritech.

Person Specification

Method of Testing:

A = Application | I = Interview | T = Task/Practical Assessment

Person Specification

Requirement	Essential / Desirable	Mo T
Qualifications		
Ability to work to degree level or equivalent experience	Essential	A
Experience & Knowledge		
Experience managing or supervising staff and/or volunteers	Essential	A / I
Experience running day-to-day operations in a small organisation, workshop or service environment	Essential	A / I
Experience maintaining internal operational processes, workflows or systems	Essential	A / I
Experience working in a community, social enterprise or voluntary sector context	Desirable	A
Understanding of digital inclusion, tech access or repair/re-use environments	Desirable	A / I
Experience working with people from diverse cultural, ethnic and linguistic backgrounds	Essential	I
Skills & Abilities		
Strong organisational and coordination skills	Essential	I
Ability to manage competing priorities and solve day-to-day operational issues	Essential	I
Good people skills; ability to support, motivate and manage staff/volunteers	Essential	A / I
Ability to maintain accurate financial records and work within budgets	Essential	A / I
Ability to maintain and improve processes and systems (e.g., stock management, data tracking)	Essential	I / T

Comfortable using digital tools and systems (Microsoft 365, device tracking tools, etc.)	Essential	A
Ability to communicate clearly, both verbally and in writing	Essential	A / I
Ability to work collaboratively across a small team	Essential	I
Attributes		
Commitment to equality, diversity and anti-oppressive practice	Essential	I
Calm, pragmatic and solutions-focused approach to operational issues	Essential	I
Enjoys working with a wide range of people and maintaining positive team relationships	Essential	I
Willingness to develop professionally and undertake training as required	Essential	I
Ability to work flexibly, including occasional evenings/weekends	Essential	I
Commitment to Solidaritech's values and purpose	Essential	I