



Operations Manager Scope of Appointment

Role and Activities

Company Secretary

- Understand the requirements of OSCR and the Trust's Articles of Association to assist the Board develop and implement processes to support good corporate governance. Be available to all board members to provide impartial advice and best practice and act diligently in the Trust's interests.
- Produce and distribute reports and agendas in advance of monthly board meetings and the AGM.
- Assist the Board and Chair in maintaining effective relations with the Development Trust's stakeholders, members and community groups.
- Manage and Develop the Trust's policies including Risk Management, Complaints, GDPR, Health and Safety, Finance, Insurance, Conflicts of Interest, Code of Conduct.

Human Resources

- Assist the Board in developing induction plans for new directors and staff; training; and on-going training to meet the requirement of the Trust and statutory bodies.
- Implement and conduct, with Trustees, suitable staff performance and well-being assessments.
- Handle disputes or complaints from employed staff and volunteers in the first instance.
- Make recommendations to the Board for any adjustments in staffing provision.

Finance

Work with the Trust Treasurer and outsourced Bookkeeper to:

- Develop and manage budgets for all CCDT activities
- Provide the Board with financial operations statements
- Manage the provision of financial and business information to the annual Auditor and Accountant commissioned to provide the Annual Accounts. Check that annual submissions to Companies House and OSCR are correctly made.
- Lead and or assist the development of Applications for external funding grants
- Liaise with the Board of the subsidiary Callander Community Hydro Ltd (CCHL)

Documentation and GDPR

- Manage the collation, distribution and storing of all CCDT information in sustainable, safe and GDPR suitable formats.
- Manage documentation archiving in line with government policy.

Management of Trust's Assets and Projects

Manage Premises

- Check that all our premises whether rented or owned, conform to statutory regulations including insurance and health and safety. Manage staff/contractors in this respect.

Callander Visitor Information Centre

- Support the Manager(s) of the Callander Visitor Information Centre (VIC) at 55 Main Street. Provide limited time staffing of the VIC including cover for the Managers on sick/ holiday leave. This may require some weekend working during the peak summer months.

Callander Connect

- Manage and run 'Callander Connect', an information centre for the community at 43 Main Street. Arrange and continue to develop the space for local stakeholders and community groups to use as a hub for access to community engagement, local activities, and statutory information. Nominally work from 43 Main Street at least three days per week
- Develop and manage a team of volunteers and their rota.

Callander Community Flat

- Oversee the contractual management of the Holiday Let Flat at 55 Main Street currently provided by Heritage Properties Scotland Ltd.

Hydro Fund

- Assist in the management of the Community Hydro Fund.

CCDT Web Site, Media and Membership.

- Maintain and update the web site and promote the Trust's work in local media.
- Manage and grow CCDT Membership and develop regular Newsletters
- Ensure coherent branding is utilised so that CCDT is instantly recognisable within the community.

Local Place Plan

- Provide support to the Board and any Consultants in their endeavours to enact the elements of the Local Place Plan which are being implemented by the relevant governmental and commercial entities.

Future Projects including Asset Transfers

- Assist in the development of future projects including possible applications for Asset Transfers from statutory bodies as proposed by the Board.