



Welcome!

Welcome to the intercom Trust – you are on your first step towards becoming part of the team.

We are now one of the largest LGBT+ charities in the UK. This growth has come about due to of our amazing, passionate, committed and dedicated team of staff and volunteers, who make a real difference to the lives of the people we work with.

Our Values

Intercom is a community-led LGBT+ specialist organisation that:

- has high professional standards;*
- promotes equality and justice;*
- is confidential and trustworthy;*
- is transparent and has integrity;*
- is fair, inclusive, non-judgemental, and respectful of difference.*

Our Vision

Working together to build a South West where people respect, celebrate and engage with diverse sexual orientations and gender identities; and where LGBT+ communities live with real equality.

We provide direct help, support and advocacy to more than 2,500 individuals per year (and rising year on year) through our different projects, helpline, direct one-to-one support and our group work. We also have our dedicated LGBT+ domestic abuse and violence Safer Rainbow Project, and our dedicated schools workers who provide a safe space in more and more schools every year. Our counselling project provides therapy from our three offices in Exeter, Plymouth and Truro. Our YAY (Young and Yourself) LGBTQ+ youth group runs from our Truro office. We provide more CPD accredited training and consultation than ever before.

I am so proud of our amazing, passionate, committed and dedicated team of staff and volunteers, who make a real difference to the lives of the people we work with.

I believe Intercom is a fantastic charity to work for, a place where you can be your authentic self; we know that without our amazing team thriving, the trust would not thrive and grow to meet the demands of our ever growing client base. We have worked hard over the years to make Intercom Trust what it is today, and we continue to grow and develop to meet the needs of our fabulous communities.

Thank you for your interest and I look forward to receiving your application to see the skills and experience you can bring to our team.



Andy Hunt
CEO

www.intercomtrust.org.uk



Lesbian, gay, bisexual and trans+ people in the South West

Registered charity 1171878

Operations Manager

- Hours:** 35 hours per week (full-time)
- Salary:** £36,500 – £38,500 depending on experience (+ 5% pension contribution p.a.)
- Based in:** Exeter (with travel around South West)
- Start date:** July 2024 (as available)
- Holiday:** 20 days per annum plus public holidays (rising 1 day per year up to 25 days)
- Contract:** Permanent, following successful completion of probationary period

Scope of Role

Reporting to the Chief Executive Officer (CEO), the Operations Manager will have wide-ranging responsibilities across the organisation. These include representation and relationship building with stakeholders, income generation and diversification, governance, service development, and staff management. The Operations Manager will partner closely with the CEO to support Intercom's sustainability and growth, developing strategic responses to internal and external requirements.

Responsibilities

Strategic Development and Effective Governance

- Support the CEO and Board to ensure compliance with relevant regulations, legislation, guidelines and procedures, and strengthen transparent governance.
- Support the CEO and Board to develop and implement Intercom's strategic plan and contribute to the setting of budgets and monitoring expenditure.
- Contribute to the creation and careful monitoring of annual budgets, ensuring compliance with financial best practice and funder requirements.
- Ensure timely and accurate reporting to internal and external stakeholders.
- Ensure performance is monitored, utilising data, feedback, as well as knowledge of local and national LGBT+ experiences and relevant legislation, to continue to enhance best practice.
- Proactively build and maintain strong relationships across a range of stakeholders, networking to build the charity's reputation and harness support for LGBT+ community needs.

- Develop and diversify Intercom's income streams to support ongoing sustainability and growth of the charity, including grant applications.
- Develop, implement, and ensure adherence to Intercom's policies and procedures.
- Oversee Intercom's information governance and related data management systems to improve service delivery and management, ensuring security and confidentiality at every stage.

Service Management and Development

- Ensure the services continue to be client focused and trauma informed, with a clear focus on safeguarding.
- Demonstrate values-driven and motivational leadership to all staff and volunteers.
- Ensure appropriate data recording and analysis is undertaken to maintain and improve evidence of practice.
- To promote an organisational culture of engagement, improvement, and best practice to deliver high quality and accessible services.
- Provide effective line management to the senior staff team, including allocation of work, and evaluation and appraisal of the work carried out.
- Work effectively within project budgets.

Person Specification

The successful candidate will have the following:

Knowledge and Experience

- Understanding, or experience, of the life-issues that can affect LGBT+ people across the South West.
- Understanding of the impact that the current social and political climate can have on the LGBT+ communities.
- Experience in a charity, foundation, or statutory agency management, including staff supervision and stakeholder relationship management.
- Practical knowledge of relevant organisational governance, strategic planning, and service development, including managing compliance with relevant regulations and best practice.
- Detailed knowledge of legislation, concepts, techniques, policies, and practices relevant to health and social care services including data protection and equal opportunities.

Skills and Abilities

- Outstanding verbal and written communication skills, able to exchange complicated or sensitive information with a range of audiences.
- Fully IT literate and capable of using IT as a core part of the work required.
- Able to analyse and interpret varied and complex information and data.
- Able to develop constructive, professional relationships with colleagues, outside agencies, organisations and individuals.
- Organised, focused, and flexible. Able to balance multiple tasks while responding to conflicting priorities and to deliver under pressure.

- Can exercise initiative and independence but also able to defer decisions to the CEO and Board where appropriate.
- Able to motivate and develop staff members to work to their best ability and to embrace change where needed.
- Able and willing to travel to a variety of locations across Devon and Cornwall and occasionally work unsocial hours.

Values and Personal Attributes

- Passionate about Intercom's mission, vision, and impact.
- Commitment to equality and justice.
- Accountable, responsible, and conscientious approach to work.
- Flexible team worker, pitching in as needed.
- Commitment to continued professional growth and development.