



Bristol CLT Operations Manager

Job Description

Job Purpose: As Operations Manager, you are the 'glue' that holds the community land trust together. We're looking for someone who shares our passion, can work independently and creatively with strong organisational skills, and has the people skills to build relationships and work collaboratively.

In this role, you will be responsible for understanding the systems and policies that keep BCLT going, working alongside the Board of Trustees to define and meet strategic goals. You will also be the main point of contact for enquiries, handle communications with members, tenants, and partner organisations, and help to manage our homes while supporting the development of new projects.

As you will note in our Personal Specification document, while some experience in housing or community organising is an advantage, the most important qualities we're looking for are a commitment to our values and an enthusiasm to get involved.

Reporting to: Board of Trustees

Responsible for: None

Place of work: Home-based with one day per week at the office of the housing association Brighter Places (Eden House, Eastgate Office Park, Bristol, BS5 6XX).

Travel: Travel will normally be limited to the Bristol area to attend events or visit the site of BCLT's housing scheme on Fishponds Road.

Salary: £31,300 (£15,650 pro-rata) + 4% employer pension contribution

Hours: 18.75 hours per week (0.5) – Flexible between Monday and Friday, to include occasional evenings and weekends. Potential to increase hours dependent on funding.

Holidays: 25 days per year pro-rata, plus 8 statutory holidays

Start Date: Immediate start possible

Contract: Permanent

Key Responsibilities

1. Be the first point of contact for members and partner organisations; coordinating our communications, answering enquiries and helping to plan and manage events.
2. Work alongside our chair to set up and facilitate quarterly board meetings and regular sub committees covering finance and projects. This will include using Microsoft Teams, taking minutes, and updating the action log.
3. Develop a detailed understanding of the policies, rules and governance arrangements of BCLT and help ensure we always work within them
4. Request financial reports and forecasts from our accountant, keep accurate records allowing us to monitor our finances, and take primary responsibility for reporting our progress to funders / lenders.
5. Take responsibility to meet the organisations regulatory and compliance requirements, this will involve submission of annual reports and keeping up to date on changes.
6. Be the first point of contact for residents of BCLT properties; overseeing activity that falls outside of our service agreement with our management partner. This includes undertaking rent reviews, organising re-sales and re-lets, and managing voids.

Main Tasks

This role offers the ability to work across the organisation on a mix of tasks with plenty of variety each day. Expanding on the key responsibilities above, the five areas below give greater detail on the main tasks you can expect to be working on:

1. Administration, finance & governance

Overseeing general tasks covering HR and IT duties, including office administration and document management. Monitor income and expenditure and work with our accountant to maintain records and prepare financial reports, cashflow forecasts, and draft budgets. Organising board and sub-committee meetings, setting agendas, taking minutes, and maintaining action and risk logs. Oversee policy reviews and manage reporting duties to bodies such as the Regulator of Social Housing and Housing Ombudsman.

2. Housing and tenancy management

Stay up to date with regulatory requirements and housing management best practices, working with the board to develop new policies and procedures. Be the first point of contact for residents and work collaboratively with them to find solutions. Lead the annual rent and service charge review and be involved with re-sale and re-let of homes when required.

3. Membership support, customer service & communications

Handle membership enquiries, maintain the membership list, and contribute to improving what we can offer members. You will send out communications to members via our

mailing list, manage the BCLT website, and support the communications strategy more widely. The role also includes planning the Annual General Meeting and other events.

4. Project development and management

Collaborate with the project committee to structure and review BCLT's project pipeline, ensuring key deadlines are met. Support aspects of project management by bringing together board members and external stakeholders to work collaboratively on project proposals.

5. General

Be a positive representative of BCLT while building relationships across the community-led sector and with key stakeholders, creating an inclusive and respectful culture. Accurately recording hours and managing annual leave to meet key priorities. Treat others and themselves with kindness and respect. Meet key policies - especially those related to equality & diversity, confidentiality, and GDPR. The role requires flexibility, a commitment to ongoing self-development and training, and the ability to take on new duties as required.