

Environmental Rights Centre for Scotland (ERCS)

Operations & Development Manager

Advert

Job title:	Operations & Development Manager
Salary:	£36,041 (pro rata)
Hours:	28 or 35 hours per week
Annual leave:	25 days annual leave plus 10 days statutory holiday (pro rata)
Contract type:	Permanent
Location:	Hybrid working arrangements with office space in Edinburgh
Reports to:	Chief Officer
Start date:	Immediate

The [Environmental Rights Centre for Scotland](#) (ERCS) is looking for an enthusiastic and highly motivated person to support us through our next exciting stage of organisational development.

If you have experience of working in service delivery or people focussed organisations and the skills to develop and maintain our operating systems apply today! You will support the Chief Officer with all aspects of business development and delivery such as finance, office systems, people management and facilities.

We really encourage applications from people who are Black or from minority ethnic communities, disabled people and people from lower socioeconomic backgrounds.

For informal enquiries contact Shivali Fifield, Chief Officer at chiefofficer@ercs.scot.

Closing date: 5pm Friday 20 October 2023

Interviews Thursday 9 November 2023 online via Zoom

Please include in your accompanying email any times that you would not be available to attend interview if shortlisted.

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Background on ERCS

The [Environmental Rights Centre for Scotland](#) (ERCS) was initiated by Scottish Environment LINK (LINK) and was registered as a Scottish Charitable Incorporated Organisation (SC050257) in 2020. We became fully independent from LINK in July 2021.

Our vision is of a Scotland where every person's right to a healthy environment is respected, protected and fulfilled.

Our mission is to assist everyone, especially people who face the biggest barriers, to exercise their rights in environmental law and to protect the environment. We do this through:

- **Awareness-raising of legal rights and remedies** and supporting equitable participation in environmental decision-making
- **Advice, assistance and representation** to increase access to justice and holding public authorities and polluters to account on the environment
- **Advocacy in policy and law reform** to improve environmental law
- **Strategic public interest litigation** to tackle systemic environmental problems.

ERCS understands environmental law to include law relating to land-use planning, climate change, pollution control, environmental health, the conservation of biodiversity, and any other field (e.g. cultural heritage, transport, energy) to the extent that it impacts on the natural environment and/or the right to live in a healthy environment.

Our operating values and principles are:

- open, accessible and approachable in how we offer our services
- respectful, collaborative and enabling in how we deliver our services
- evidence-based and assertive in how we advocate for policy and law reform
- trusted and authoritative in how we pursue environmental rights and litigation
- transparent in how we evaluate our impacts and improve our overall effectiveness.



Job Purpose

As the Operations & Development Manager for the Environmental Rights Centre for Scotland (ERCS) your role is to develop and maintain the core functions of the organisation including our systems and processes in the areas of finance, facilities, communications and people management.

You will support the Chief Officer on issues of governance and broader operational management practices. ERCS is a small charity, but we are growing fast and this post is pivotal to our development. You will lead on the ongoing review and development of core systems and functions to ensure the effective and efficient delivery of our four work programmes. This includes securing our own dedicated office space and supporting the establishment and administration of a legal practice unit for our Advice Service.

It will be necessary in the course of the job to respond to a range of competing demands and a flexible approach to changing priorities is important.



Key responsibilities

Finance– support robust financial management systems and controls

- With the Chief Officer, ensure all financial systems, processes and controls are reviewed regularly and are fit for purpose.
- Manage the interface with vendors and competitive tendering for insurance, equipment, accountancy services etc., ensuring provision is appropriate to needs.

Office management and administration - take charge of the efficient running of ERCS's office

- Lead on securing a dedicated office base for ERCS in Edinburgh and ensuring the efficient running of this at all times.
- Manage the liaison with landlords in relation to the lease, communal responsibilities, and specific needs of the Advice Service.
- Ensure all necessary insurances, annual inspections, health and safety and provisions are fit for purpose, kept up-to-date and observed by the organisation in its operations.
- Manage the day-to-day office administration including the order, agreements and management of equipment, IT services and supplies for ERCS office and projects.
- Maintain the administration of office systems, including both paper and electronic filing systems.

Information technology (IT) and management – develop ERCS’s overall systems for information storage and IT security

- With the Chief Officer, manage the forward planning of ERCS’s IT environment, keeping abreast of current options/technology and of ERCS’s IT needs.
- Manage IT provision (i.e. laptops and peripherals, mobile phones) and ensure swift dialogue with ERCS’s IT support provider to resolve any IT issues promptly.
- Ensure staff are provided with appropriate guidance and IT training on hardware, software and systems use.
- Manage ERCS’s overall systems for information storage and lead on maintaining files and record systems, ensuring all staff use the systems effectively. and in line with ERCS’s protocols and IT security policy.
- Lead the organisation and staff to be compliant with the General Data Protection Regulation. .

General enquiries & Advice Service – support a high quality service ensuring excellent client care and effective administration

- Line-manage administration/reception staff, student placements/ interns or volunteers.
- Support ERCS to respond promptly to all enquiries: in-person, phone or email.
- In all cases, ensure prompt response, or prompt fielding of enquiries/ opportunities/ invitations/ information to other staff, trustees, groups or member contacts, as appropriate.
- Support the Chief Officer and Principal Solicitor to develop the administration and financial systems required for the effective delivery of the advice service and law practice unit.
- Ensure efficient administration and record keeping in compliance with relevant legislation.

Communications – support communications and lead on events coordination

- Work with the Policy & Communications Officer to support the development of ERCS’s website and social media presence to further ERCS’s communications reach.
- Lead on managing subscribers and members lists and ensure GDPR compliance in all communications.
- Supervise any bulk mailings as required.
- Support the advance planning and promotion of events, and coordinate the practical aspects of running event, evaluation and follow up.

Human Resources (HR) - support the delivery of HR services

- In conjunction with the Chief Officer, ensure ERCS policies and staff handbook are appropriate and regularly reviewed.
- Support the Chief Officer in the development and implementation of best practice in the management of staff (including in relation to regular checks on legal compliance and standards; homeworking and wellbeing; and leave entitlement).
- Support the Chief Officer with recruitment and induction of staff and the recruitment, training and management of ERCS student placements/ interns and volunteers.

Governance and operations – support ERCS’s strategic and operational objectives

- Working with the Chief Officer, support the Board of Trustees to perform its governance role by providing such information and advice as they may reasonably require, including statistical information and written reports.
- Work collaboratively with colleagues and with the Board of Trustees to deliver ERCS’s operational workplans and strategic objectives.
- Ensure high quality standards and monitoring and evaluation systems are developed, maintained and used for reflection and business development.
- Update systems and improve operational processes to improve the organisation’s overall effectiveness.
- Attend team meetings and events as required.
- Carry out other duties consistent with the job purpose and as ERCS may reasonably require.



Person Specification

Knowledge including necessary qualifications

- Degree or degree level experience in a relevant field and at least three years' work in a relevant role and organisation (e.g. NGO, advice service, health or legal service).

Experience

- Strong track record of financial and project planning skills.
- Strong track record of managing office and reception services and implementing key office systems.
- Strong track record of people management and developing HR systems, policies and processes.
- Strong track record of developing and implementing organisational management systems.
- Good experience of developing information/ IT management systems.
- Good experience of developing and managing monitoring and evaluation systems.

Skills

- Excellent line management and team-working skills.
- Excellent customer care skills and dedication to the delivery of high quality services.
- Excellent skills in organisation, forward planning and working to tight deadlines.
- Excellent writing skills and verbal communication skills.
- Excellent IT skills including Microsoft Office 365, Power point, electronic case management systems, and online meeting software such as Zoom and Teams.
- Close attention to detail in written work and project delivery.
- Ability to manage, prioritise and complete tasks and to maintain standards under pressure.
- Ability and enthusiasm to work creatively and independently with an appropriate amount of supervision and acting within limits of authority.
- Demonstrable commitment to environmental issues.



Terms and conditions

This is a permanent contract for 28 or 35 hours per week, subject to a six- month probation. The salary will be £36,041 pro rata per annum.

The pro rata leave quota is based on 25 days annual leave and 10 public holidays per annum. There is flexibility over how the appointee will work their hours over five days. On occasion it may be necessary to work evenings or parts of weekends, for which time off in lieu will be granted. All approved expenses will be reimbursed.

ERCS operates an auto-enrolment workplace pension scheme with the Nest Pension where ERCS makes an employer contribution to employee personal pensions of up to a maximum of 8% of basic salary, complementing employee contributions.

