



Role: Operations Group Head

Employed by: The Ridge SCIO

Reports to: The SCIO Board

Contract Type:

Permanent, Part-Time, 21 Hours per week

The post holder may be required to work occasional weekends and attend all staff meetings (TOIL will be arranged if these fall on non work days).

Salary

£50,000 (Pro-rata £30,000)

Benefits:

7.2 weeks annual leave including 8 days public holidays

Option to join NEST Pension Scheme

Access to Health Assured Employee Assistance Programme

Bike2Work Salary Sacrifice Scheme

Charity Worker Retail Discounts

Purpose of role and main duties:

Although employed within The Ridge SCIO, the Operations Group Head will operate across The Ridge, providing operational management across both the Ridge SCIO and The Ridge Foundations CIC. Fundraising, funding applications and community engagement activities are outside the remit of the The Operations Group Head, these will be the responsibility of specific fund raiser and community engagement employees/consultants.

The main duties of the postholder include (but are not limited to) the following:

Leadership and Management

- Lead, mentor, and motivate the team to ensure high performance and a positive and safe work environment.
- Recruit new staff members to the team.
- Conduct regular team meetings, appraisals and performance evaluations, including induction and probation of new team members, provide constructive feedback.
- Conduct return to work interviews with staff following all sickness and other unpaid absences as per the HR procedures, ensuring staff are fit for work and effectively managed upon return to work.
- Foster a culture of collaboration, empathy, and inclusivity within the team.

- Role model the behaviour we expect of colleagues, so that team members are led by example.
- Identify training and development opportunities for team members and support successful outcomes.
- Work with colleagues across The Ridge to deliver joint projects and services for the community.
- To be well informed about The Ridge and The Ridge Foundations, and to be mindful of your role as an ambassador for the organisation.

Role Specific

- Preparation of reports for and attendance at Board meetings and answer Board questions on them.
- Formulating and successfully implementing company policy as directed by the Board
- Maintaining an ongoing dialogue with the Chair of the Board
- Ensuring that the operating objectives and standards of performance are not only understood but owned by the management and other employees
- Monitoring operating and financial results against plans and budgets
- Overseeing adequate operational planning and financial control systems
- Maintaining the operational performance of the Ridge and assuming full accountability to the Board for all company operations
- Taking remedial action where necessary and informing the Board of significant changes
- Liaison with Finance Manager to ensure all financial records and forecasts are up to date and accurate;
- Sign-off of accurate monthly payroll
- Building, maintaining and supporting an effective executive team
- Identifying and developing profit generation opportunities across relevant Ridge functions
- Developing/nurturing relationships with stakeholders
- Maintaining HR operations across The Ridge ensuring that processes and procedures are in place and adhered to.
- Oversight of Recruitment of staff and HR functions including Performance and Discipline
- Overseeing consistent Staff Appraisal across all sections
- Ensuring all staff have access to requisite training/qualifications to fulfil their roles, and that that have opportunities to access a high quality range of CPD opportunities
- Oversight of delivery of any training, including accreditations (eg RHS, SQA)
- Liaison with Local Authority (elected members and executive) to ensure ongoing support and to explore effective ongoing collaboration;

- Oversight for safe and effective delivery of Construction work by the Heads of Stonemasonry and Joinery including liaison with site owner, Historic Environment Scotland, subcontractors, professional advisors, visitor groups
- To represent the Ridge on committees/at events as required. Eg Area Partnership, Dunbar Traders Association in partnership with Community Engagement.
- To undertake any other duties as required.

This document outlines the duties required for the post to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time without changing the general character of the job or level of responsibility.

Person Specification

The successful candidate will have the following experience/skills/knowledge:

Have experience of operational management and reporting at a senior level	Essential
Have strong financial awareness and budget management experience	Essential
Have HR skills and experience	Essential
Have excellent and flexible communication skills	Essential
Have a flexible, positive and creative attitude	Essential
Have worked in the Social Enterprise/Third Sector sector	Desirable
Have an understanding of and commitment to the social aims and objectives of The Ridge	Essential

Background

In Dunbar and the surrounding villages it can be especially hard to find jobs, and to access support and training. We are 30 miles away from Edinburgh and the cost of public transport makes working and training in Edinburgh and its outskirts prohibitively expensive.

The problems faced by the more vulnerable members of our community whether it be substance abuse, mental health issues, or issues arising from poverty are all exacerbated by Dunbar's poor public transport system. The Ridge aims to provide local, effective, personalised and holistic support for local people to help them move beyond dependency towards contribution and fulfilment.

Across the Ridge, we aim to create jobs and training opportunities, primarily in Dunbar. We value our local heritage, in terms of both the natural and the built environment, and want to make sure that the current and future generations are able to appreciate and care for it.

We want to:

- provide training and support to help people find gainful employment locally
- develop a range of practical supports to allow more vulnerable members of our community to overcome barriers in accessing training and necessary interventions, to facilitate the fulfilment of their potential.
- provide training and support to give individuals the knowledge and skills to cook healthy food from scratch for themselves and their families, with a limited budget
- protect our local environmental heritage by creating a training garden within the historic Backlands site, respecting its historic significance, whilst also developing local skills and knowledge around gardening
- protect our local built heritage by creating a base of skills and knowledge to carry out restoration and
- maintenance of historic buildings.
- develop business uses for restored buildings, to create jobs and to provide income to make our projects sustainable
- promote and make available the personal health and well-being benefits of gardening stimulate our local economy by improving Dunbar town centre as a tourist attraction, as well as an attractive place for local people to live, work and shop

The Ridge is a Scottish Incorporated Charitable Organisation, with a wholly-owned trading subsidiary, the Ridge Foundations Community Interest Company. To find out more about the Ridge, visit our website www.the-ridge.org.uk

Date last updated: 10 February 2026