



Job Description: Starpic Project Operations Manager

Position Overview

Starpic Project Operations Manager is responsible for setting the strategic direction, leading execution, building the organisation, and driving the long-term success and impact of Starpic Project. The Operations Manager will serve as the project's primary leader and public representative, working closely with trustees, employees, and the wider community to continue the transformation of Bingham Community Centre to serve the community and grow the programme.

Key Responsibilities

Project Starpic Strategy:

- Define and communicate the Starpic Project's vision, mission, strategy, and long-term objectives.
- Establish clear priorities and measurable performance targets.
- Identify new opportunities for centre growth, community engagement and project improvement.

Team Management

- Lead the overall management and day-to-day operation through the staff team.
- Build, motivate, and retain a high-performing leadership team.
- Make timely decisions while reducing risk.
- Ensure strong financial, operational, legal, and procedural governance.

Business & Financial Growth

- Develop sustainable revenue and growth strategies.
- Oversee budgeting, financial planning, fundraising, and community cafe growth.
- Pursue partnership opportunities to improve the project.

Product & Project Development

- Ensure Starpic Project delivers activities to meet the needs of the community.
- Work with product, technology, creative, and operational teams to translate strategy into execution.
- Establish clear targets and regularly evaluate project performance.
- Encourage continuous improvement and innovation.

Partnerships & Representation

- Act as the primary spokesperson and ambassador for the Starpic Project.
- Develop relationships with strategic partners, media and communities.
- Represent the project at conferences, meetings, events, and other high-profile engagements.
- Build a strong and credible reputation for the Starpic Project.

Governance & Culture

- Promote transparency, accountability, integrity, and responsible leadership.
- Establish appropriate governance and decision-making processes.
- Ensure compliance with applicable laws, regulations, contracts, and charity policies.
- Foster an inclusive, entrepreneurial, and performance culture.

Candidate Profile

Required Qualifications

- Management experience.
- Demonstrated ability to develop and execute a strategic vision.
- Strong financial and operational understanding.
- Experience building and managing teams.
- Excellent communication, negotiation, and management skills.
- Strong decision-making and problem-solving capabilities.
- Entrepreneurial mindset with a strong focus on execution and results.



Preferred Qualifications

- Experience in a team or operations management position.
- Experience in a startup project.
- Experience with fundraising, funder relations, or strategic partnerships.

Key Performance Indicators

The Operations Manager will be evaluated against agreed objectives, including:

- Achievement of strategic and operational requirements.
- Revenue, funding, profitability, or other financial targets.
- Growth in users, customers, partners, or community engagement.
- Successful delivery of projects and initiatives.
- Team performance, retention, and organisational development.
- Brand reputation and market positioning.
- Long-term financial sustainability

Leadership Competencies

The successful candidate should demonstrate:

- Strategic thinking
- Entrepreneurial leadership
- High integrity and accountability
- Strong commercial judgment
- Excellent communication skills
- Resilience and adaptability
- Team-building and talent development
- Negotiation and relationship-building
- Decisiveness and ownership

Reporting & Collaboration

The Starpic Project Operations Manager will report to the Chair of the Board of Trustees and will work closely with the Trustees.

What Success Looks Like

Success in this role means turning Starpic Project's vision into a credible, scalable, financially sustainable, while developing and building the team.

Position: Operations Manager

Project: Starpic Project

Salary: £15'600 (12hrs per week)

Employment Type: Contract - 12 months

Location: Edinburgh, Hybrid working

Reports To: Chair of the Board of Trustees