

# Head of Operations - Job Description & Person Specification



**Job Title:** Head of Operations

**Location:** Hendon, Sunderland

**Salary:** £37k-£45k

**Annual Leave:** 28 days (plus Bank Holidays)

**Responsible to:** CEO

**Responsible for:** Operational Staff, Housing & Community Functions

## Accountabilities

You will be accountable for all operational aspects of the group. You will work closely with the CEO to create and deliver the company's strategic and operational plans, shaping the delivery of high-quality community and housing services.

As Head of Operations you will have responsibility for designing policies, overseeing customer service and implementing technological solutions. You will undertake cross-organisational work to support and ensure service delivery teams can operate effectively and efficiently, whilst striving for continual improvement, quality and compliance.

You should be a responsible leader with an analytical and strategic mind and have a broad knowledge of the sector.

## Responsibilities

You will have responsibility for driving and maintaining compliance in a number of areas including; Service delivery, Grant Monitoring, Information Security, Health and Safety, Quality Management, Environmental Management and Business Continuity to ensure all legal and contractual obligations are met and that requirements are effectively communicated to the wider organisation.

You will oversee key areas of business operations including; HR, Health & Safety, IT and Information Security, Fundraising, Asset Management, Administration and policies and procedures.

## Main Duties

### Leadership;

- Deputise for CEO
- Work collaboratively with Leadership Team to promote a positive work environment and organisational culture
- Assist the CEO in fundraising and contract tendering
- Drive performance and continuous improvement
- Work as part of the Leadership Team to set Group budgets
- Provide financial and operational reports and recommendations to our Board of Trustees; reporting on progress against our strategic ambitions

### Management;

- Line management of Tenant & Housing Manager and Community Services Manager.
- Oversee the management of other operational staff & volunteers
- Coordinate annual leave planning across the organisation
- Manage projects and funded programmes against deadline & targets
- Manage grant budgets; income & expenditure

### Charitable delivery;

- Responsibility for all charitable delivery
- Coordination of delivery of funded programmes and contracts
- Lead on Beneficiary Monitoring and Social Impact
- Lead on Programme design & delivery
- Lead on monitoring and evaluation of projects

### Fundraising;

- Support CEO with Funder relations and retention
- Working with CEO on fundraising strategy
- Work with CEO on Fundraising applications and reporting

### Communications and Marketing;

- Communications and Marketing strategy and delivery

### Governance;

- Provide operational reports and updates to Trustees/Directors
- Provide budget updates on fundraising & grants
- Assist with composition of Board papers & reports
- Support Governance arrangements
- Maintenance of Risk Register
- Creation of Policies
- Safeguarding lead

### Personal Qualities

- Able to lead by example living the organisational values
- Able to hold self and team accountable for delivery
- Ability to lead and motivate staff to deliver strategic and operational objectives
- Experience of managing multiple staff teams and volunteers across functions
- Experience in developing and delivering person centred services
- Understanding of the Sector
- Experience in developing networks
- Able to balance both competing deadlines and the needs of both internal and external stakeholders
- Experience of managing multiple complex projects
- Understanding Project Management methods and tools
- Experience of monitoring and managing budgets
- Developed policies and procedures to ensure business compliance
- Demonstrable knowledge of government policy and strategy on relevant matters including; HR, Housing, Community, Governance and Health & Safety
- Understanding of regulatory compliance in charities sector, governance, housing and H&S

### Group Values

You will act as an ambassador for the Group and must ensure all their work, communication and approach conforms to the brand values and house style.

- Quality and excellence in all we do
- Respect and empowerment
- Promoting equality and mutual respect
- Valuing people
- Operating with honesty and integrity
- Individual and community responsibility
- Delivering positive experience
- Passion to make positive impact
- Involving and consulting meaningfully
- Caring and professional at all times

**Health and Safety:** You must at all times comply with the Health and Safety policies and procedures and must draw attention to any unsafe working practice and conditions.

**Child Protection and Vulnerable Adults statement:** BotM is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to support this approach in the context of your role and to adhere to and ensure compliance with BotM's Child Protection and Vulnerable Adults policies.

**Data Protection:** Personal and business confidentiality must be maintained at all times; as must compliance with all regulatory and legislative requirements, policies and procedures.

**Equality of Opportunity:** The post holder must at all times comply with the Equality and Diversity policies and adopt the Group's culture of inclusion, fairness and respect. You will be expected to have an understanding of inclusivity in relation to age, disability, ethnicity, gender, gender reassignment, religion and belief and sexual orientation.

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Education & Qualifications	<ul style="list-style-type: none"> <li>• Educated to Degree level or relevant professional qualifications or has equivalent demonstrable experience</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Qualification in Project Management</li> </ul>	D
Knowledge & Experience	<ul style="list-style-type: none"> <li>• Experience in Project/Programme Management</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Understanding of Grant Management</li> </ul>	D
	<ul style="list-style-type: none"> <li>• Understanding of Contract Management</li> </ul>	D
	<ul style="list-style-type: none"> <li>• Experience in development &amp; implementation of policies &amp; procedures</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Experience in managing multiple teams across functions</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Knowledge of VCS sector</li> </ul>	D
	<ul style="list-style-type: none"> <li>• Knowledge of Housing sector</li> <li>• Knowledge of H&amp;S</li> </ul>	D
Skills	<ul style="list-style-type: none"> <li>• Highly competent in using IT and systems</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Effective communication skills and ability to build networks</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to manage expenditure against budgets</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Able to assess and manage risks</li> </ul>	E
Behaviours	<ul style="list-style-type: none"> <li>• People centred approach</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Interest in staff development and CPD</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Lead by example living the organisational values</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Takes ownership and accountability for workload and delivering priorities</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Empowers staff to take accountability</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Works collaboratively with staff team, partners, funders and other stakeholders</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Capture local intelligence and use it to inform strategy and communications</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Results focused and able to make an impact locally to improve residents' lives.</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Sets expectations with staff on performance</li> </ul>	E

The details opposite sets out the essential qualifications, skills, knowledge, experience and behaviours you must have as well as attributes that are desirable in order to secure and successfully carry out the job.

Notes: