

Job Description: Head of Operations

Accountable to: Chief Executive Officer at east to west

Key Relationships: Members of the Executive Team, the Board

Hours: Full Time

Salary: £30,674-£33,791

Responsible for: Finance Manager, Income and Funding Lead

Core Purpose:

The Head of Operations will be a member of the Executive Team and will be responsible for overseeing and developing operations function of east to west. This includes finance, HR and Data as well as developing tools and policies to ensure the smooth running of the trust. The Role includes oversight and authorization of financial transactions, preparing the annual budget with the finance trustee, and liaising with statutory organisations.

Core Responsibilities: east to west

- To be an active member of the east to west team, including volunteers and trustees, and work within its ethos and guidelines
- To recognise and support the local church in its engagement with east to west and in the project as appropriate.
- To uphold and fully engage with the organisational mission and ethos of the east to west Trust as written in the Core Documents
- To actively identify and undertake ongoing personal training and development as appropriate
- To embody east to west in all situations, in person and online, socially and in public, inside and outside of a project

Executive Team focus

- To be an active member of the Executive Team, actively engaging in regular meetings as required, sharing in, and influencing, the vision and strategy for the Trust
- To be a key part of creatively thinking and planning the next steps for the way we support the whole team.
- To shape and develop the policies of east to west, alongside others in the Executive Team.
- To lead team devotions as required

Team Focus

- To lead the operations team:
 - Finance Manager
 - Income and Communications Lead
- To lead the relationship with critical suppliers, including our IT company, landlord and church that we use as a meeting venue
- To enable the board to exercise their governance responsibilities effectively, providing information and reports as required
- To create, adapt and update our policies, in consultation with the trustee board:
 - Finance Authorisation
 - Budget Preparation
 - Regular Finance Reporting
 - GDPR/Data policy
 - Safeguarding Policy
 - IT policy
 - HR policies including recruitment, induction, disciplinary, leave authorisation etc
 - Other policy as may be required from time to time
- To prepare/oversee the statutory reports for the board to approve, as required, including:
 - Annual Report to the Charity Commission
 - Annual accounts for independent examination/audit
 - Other reporting as may be required from time to time (ICO, DBS etc)
- To act as second approver for financial transactions in line with policy.
- With the Finance Manager, to report to the finance (monthly) and board (quarterly) meetings as required by the finance trustee/board.
- To raise areas of concern with the CEO or Finance Trustee
- To support line managers in using HR policy correctly to recruit, develop and induct team members, in consultation with the HR trustee
- To oversee the safer recruitment processes
- To promote best practice using our digital tools and software
- Work with our IT company to make best use of digital tools and reporting within the trust.
- Oversee our communication plan owned by the communications team lead

General

- Undertake training as agreed with your line manager. This may take the form of courses, reading or online events.
- To undertake any other duties as required by your line manager or trustees.

Person Specification:

Occupational Requirement: This senior leadership role requires the post holder to be a Christian who accepts the Trust's statement of faith.

Leadership: A leader able to inspire confidence in others

Naturally Organised: Confident in dealing with multiple tasks from multiple stakeholders in complex projects

Self-motivated: Able to work on own and to remain focused and proactive

Excellent interpersonal skills: Able to interact well with key stakeholders, supporters, funders and team, whether they are part of the of a faith community or statutory partners

Experience working in operations team/environment (within the charitable sector preferred)

Inclusive: Able to work in a professional manner being welcoming to all no matter of orientation, race or belief

Adaptability: Able to respond appropriately when situations arise or change

Accounts: Able to assimilate information quickly, and read spreadsheets for insight quickly

Team player: Enjoys fully participating in team endeavours, comfortable advocating for others

IT skills: Comfortable using IT systems and software including Office 365 and Windows.

Ability to work flexibly, including occasional evenings and weekends as the role requires

Criminal Records Check

Given the nature of this role, the successful applicant will be safely recruited, including a DBS check at an enhanced level, a confidential declaration and satisfactory references.