

Job description: Head of Operations

Duration: Permanent

Salary: SME 2, London, £45,000

Location: London/ Flexible (willingness to travel to London office)

Reporting to: COO

Department: Charity Services

Key working relationships: Charity Services Team/cross directorate collaboration

Purpose of the job

Day-to-day smooth operations of the Charity, managing workplace governance, operational support, digital technology, procurement. You will oversee the ongoing transformation of UK Youth's digital landscape and operational processes, setting us up for growth and creating a best in class, people first, digitally enabled environment.

Managing and increasing the effectiveness and efficiency of support services through improvements to each function as well as coordination and communication between support and business functions.

Embed cross directorate working, by building key relationships and highlighting synergies across our working practices to deliver efficiencies and improvements that ultimately progress the knowledge, quality, and visibility of Charity Services

Why work at UK Youth?

UK Youth is a leading Charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We work with others to ensure that the youth sector is strengthened, supported and that provision is youth-led, evidence-informed and delivers high-quality outcomes. UK Youth plays a unique role in addressing; the lack of investment in the youth sector, the lack of cross-sector understanding in how youth work makes a difference and the limited opportunities to embed effective solutions. These factors lead to mass inequality of access to youth services for young people.

Key responsibilities

Technology and information

- Designing policies, overseeing stakeholder engagement and implementing technology solutions and architecture to improve the operational systems, processes in support of the Charity's strategy
- Manage the Charity data as the Data Protection Officer
- Be responsible for the delivery of digital transformation and information architecture strategy, including product owner of CRM
- With the COO, developing strategic long-range plans to achieve digital objectives.
- Overseeing day-to-day management of IT infrastructure and use, including first-line queries

from staff across the Charity

Operations and procurement

- Lead on day-to-day operational services management of the Charity and facilities , through effective delegation and task management, resolve daily operational issues
- Overall responsibility for the London Hub management
- Responsibility for UK Youth's business continuity plan
- Oversight of the UK Youth archive

Compliance

- Management of quality assurance, including maintaining ISO9001 and 14001 qualifications and manuals
- Management of SHEF (safety, health, environment and fire) compliance for allocated areas of responsibility, including the London Hub

Safeguarding

- Act as the designated safeguarding officer (DSO) for the Charity, building key internal and external stakeholder relationships in this area, oversee training and ensure the maintenance and legal compliance for operational policies and procedures

Governance

- Line manage an operational team of 3, i.e. two on the IT work and one on the broader operations work
- Management of Charity-wide policy and procedure framework
- Management of external complaints process
- Management of UK Youth's legacy property portfolio

Other area of responsibilities

- Attend and proactively participate in regular performance reviews and Charity meetings as required
- To maintain current industry knowledge and maintain personal, professional development skills
- Monitoring operational performance of both internal and external service providers
- To act as a positive ambassador for UK Youth and share knowledge and experience of the development of UK Youth and its profile
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post
- To be an advocate for the UK Youth Movement and promote the benefits to organisations we work with as appropriate.

Subject Matter Expert behaviours and expectations

All staff at UK Youth will demonstrate their commitment to our mission to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. They will also

be able to fulfil the below expectations and behaviours:

- Be committed to safeguarding principles, and be willing to put the welfare of children and young people at the forefront of your work
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience
- Actively promotes and embeds an understanding of equity, diversity and an inclusive culture
- Able to provide detailed feedback to direct reports on performance and development areas
- Able to mentor and develop skills in others
- Able to support others to learn from mistakes and support wellbeing
- Able to delegate work effectively and provide practical support
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

Person specification: Head of Operations

Experience

- At least 3 years experience in an operational, managerial role
- Able to demonstrate operational management experience and resolving first-line daily operational challenges
- Experience of working effectively, sometimes at senior level, with a wide range of organisations and individuals
- Experience of building strong customer relations, promoting ideas and influencing decision makers
- A good understanding of business operations;
- Excellent knowledge of SHEF, data protection and safeguarding
- Experience of digital transformation and strategy
- Experience of information architecture

Knowledge, skills and understanding

- Excellent time and workload management skills with proven experience of meeting deadlines
- Knowledge of the importance of following set SHEF protocols and guidelines and an understanding of legal compliance
- Very good communication skills
- Empathy with the needs of young people
- Excellent ICT skills

Personal qualities

- Able to build and manage positive relationships with stakeholders at the appropriate level
- Friendly approachable person with good organisational skills, enthusiasm, and energy, willing to undertake any task required of them
- Self-motivated and capable of working independently and working with others when

required.

- Flexible approach to work and be hands-on to get the task done
- Excellent levels of discretion and judgement and experience of dealing with sensitive information
- Recognise and value all aspects of equality, diversity and inclusion
- Be an excellent role model for staff, children and young people

This post is subject to receipt of two satisfactory references, an enhanced DBS check and Right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the organisation to undertake any duties within your skills and capabilities, which the organisation reasonably considers necessary to meet business needs.