

Job description: Operations Manager

Duration: Permanent

Salary: M3, London, £35,000

Location: Westminster, London (three-four days a week)/remote working

Reporting to: Assistant Director of People

Department: Charity Services

Key working relationships: Charity Services Team/cross directorate collaboration

Purpose of the job

Enabling smooth and efficient day-to-day operations of the charity. Specifically, this role will manage a wide breadth of operational needs including related to safeguarding, organisational policies and procedures, compliance, the London Hub (i.e. Office), business continuity, external complaints, archives and procurement.

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

- **Safeguarding:** Being an organisational expert and first point-of-contact for all safeguarding queries. Build safeguarding expertise of colleagues through training. Supporting with safeguarding risk-assessments and incident management/reporting. Supporting the Designated Safeguarding Lead (i.e. the Chief Operating Officer) to address significant issues.
- **Organisational policies and procedures:** Managing all organisational policies and procedures relating, working with subject matter experts, to ensure that they are up-to-date, compliant, aligned to UK Youth's value and promoting efficient and effective working practices.
- **Compliance:** Providing the Senior Leadership Team with oversight and governance to ensure the appropriate frameworks and processes are in place to demonstrate compliance with all relevant legislation, regulations and guidelines. Owning actions to implement any mitigating measures to ensure continued compliance.
- **Hub management:** Managing the London office (in person/three-four days a week) to ensure that it provides a welcoming and suitable environment for colleagues to work and collaborate. Working with the building management to ensure we are good tenants and meet all reasonable requests. Management of

office technology, working with colleagues our digital / IT team. Being the first point-of-contact for external partners and supplies in relation to the office. Managing the safety, health, environment and fire risks in the London Hub with support from expert colleagues based in our Outdoor Learning department. Supporting colleagues to work productively and safely from home.

- Business continuity: Working with the Assistant Director of People, Chief Operations Officer and other colleagues, leading the development of the business continuity plan. Training staff to ensure they are prepared to implement the plan. In the case of a significant incident, managing the activity in line the plan.
- Other: Managing data protection in the context of the role and supporting staff to ensure understanding and compliance, the UK Youth archive, any external complaints and engaging other colleagues as needed. Managing organisational or large procurement processes to ensure best value and fair selection.

Other area of responsibilities

- Work collaboratively and flexibly in a small team, yet with initiative and motivation when working independently or remotely
- Foster understanding and enthusiasm of good governance and quality and embed across the charity
- Attend and proactively participate in regular performance reviews and charity meetings as required
- Maintain current industry knowledge and maintain personal professional development skills
- Support data protection and management
- 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

Values and Behaviours

All staff at UK Youth will demonstrate their commitment to our vision and values 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

Person specification: Operations Manager

Experience

- Minimum of 2 years' experience in a managerial role
- Able to demonstrate operational management experience in resolving daily operational challenges
- Experience of working effectively with a wide range of organisations and key stakeholders
- Experience of building strong working relationships, promoting ideas and influencing decision makers
- Good knowledge safeguarding

Knowledge, skills and understanding

- Safeguarding practitioner/manager and or responsibility for safeguarding for a minimum of 2 years
- Excellent time and workload management skills with proven experience of meeting deadlines
- Excellent interpersonal and communication skills
- Empathy with the needs of young people
- Excellent ICT skills
- Knowledge of business/charity governance and data protection
- Knowledge of archive management

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 on own 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

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.