

Job Description: Head of Operations

Duration: Permanent

Location: Hybrid working, with regular attendance at London Office & Avon Tyrrell, New Forest

Salary: SME 1 - £54,194

Reporting to: Director of Finance and Operations

Department: Charity Services

Direct Reports: IT Manager, Operations Project Manager, CRM Manager, Governance and Administrative Manager

Purpose of the Role

The Head of Operations ensures UK Youth runs efficiently, compliantly, and with impact. Reporting to the Director of Finance and Operations and working closely with Assistant Directors, the role drives core operations, systems improvement, performance reporting, and policy oversight.

Overseeing IT, CRM, project delivery, governance, and administration, the postholder also co-leads the development of an Organisation Performance Dashboard with the Finance Director to track KPIs and inform decision-making.

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 have influence as a sector-supporting infrastructure body, a direct delivery partner and a campaigner for social change. As outlined in our 2025 #unlockingyouthwork strategy, we believe youth work is a catalyst for change that young people need now more than ever. We play a unique role in addressing; the lack of investment into the youth sector, the lack of cross-sector understanding of how youth work makes a difference and the limited opportunities to embed effective solutions.

We are building a movement of change; galvanising likeminded individuals, organisations, government, and businesses from all sectors, to work together and deliver system change for all young people. Together we will create a society that understands, champions, and delivers effective youth work for all.

Key Responsibilities

Operational Leadership

- Oversee the day-to-day work of the IT, CRM, project operations, and governance

teams.

- Support the Director of Finance and Operations and Assistant Directors in ensuring operational systems enable effective cross-team delivery.
- Provide leadership across operations to ensure policies, systems, and practices support high standards, compliance, and continuous improvement.

Policy & Process Management

- Oversee the development, implementation, and regular review of all operational policies and procedures.
- Maintain a comprehensive and accessible policy and procedure inventory that is fully compliant with current legislation and best practice.
- Ensure operational processes support risk mitigation and organisational effectiveness.

Performance Monitoring & Business Intelligence

- Lead the design, development, and embedding of an Organisation Performance Dashboard, in collaboration with the Director of Finance and Operations.
- Ensure that key operational and strategic KPIs are tracked effectively and support data-driven decision-making across teams.
- Foster a culture of data-informed practice, supporting teams in understanding and using performance insights to improve outcomes.

Annual Planning Support

- Support the coordination and delivery of the organisation's annual business planning process.
- Work closely with the Finance team to ensure strategic plans are aligned with budget setting and financial projections.
- Help teams across the organisation develop clear, actionable plans that align with UK Youth's long-term goals.

Digital Systems & Infrastructure

- Lead the operational delivery and continuous improvement of digital systems, including Microsoft Dynamics and SharePoint.
- Work alongside the Senior Leadership Team (SLT) to support the development of a digital strategy that aligns with UK Youth's strategic objectives and enhances internal collaboration and service delivery.
- Ensure all systems are user-friendly, support hybrid working, and meet organisational needs.
- Oversee the maintenance of robust cybersecurity practices, including Cyber Essentials Accreditation.

Safeguarding, Risk & Compliance

- Ensure safeguarding is fully integrated into operational systems, working with the
- Designated Safeguarding Lead to maintain compliance and continuous learning.

- Oversee risk management processes including risk registers, incident tracking, and business continuity planning.

Team Leadership & Financial Oversight

- Line manage direct reports, promoting an inclusive, high-performance culture across operational teams.
- Manage budgets related to operations, digital, and governance functions.
- Ensure spending decisions are aligned with strategic goals and provide value for money.

Person Specification

Experience

- Strong operational leadership experience in a complex, mission-driven organisation.
- Proven ability to lead cross-functional teams and implement operational improvements.
- Experience managing policy development, compliance, and performance monitoring.
- Familiarity with annual planning processes and integrating plans with budget cycles.
- Experience with CRM systems, digital tools, and performance dashboards.

Skills & Competencies

- Organised, detail-oriented, and focused on delivery excellence.
- Strong analytical skills, with the ability to interpret data and drive evidence-based decisions.
- Excellent written and verbal communication, with the ability to explain complex operational issues clearly.
- Inclusive leadership style and commitment to equity, diversity, and wellbeing.
- Skilled in leading teams through change and fostering continuous improvement.

Personal Attributes

- Proactive, solution-focused, and collaborative.
- Comfortable working across teams and levels of seniority.
- Calm and pragmatic, able to manage multiple priorities effectively.
- Committed to the mission and values of UK Youth.

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. 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.



As part of the recruitment process UK Youth will be gathering and uses certain information about you. For further information regarding this please review our Data Protection Privacy Notice which explains what data of yours we process and how we use it.