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**Job Description and Person Specification**

**Job Description**: Operations & Governance Director

**Position in organisation**:  The job holder will be a member of the Senior Management Team and report to the Chief Executive.

**Location:** The Palace Hub in Redcar with the flexibility for some home working.

**Hours**:  37 hours a week.  Must be sufficiently flexible to work irregular hours as demanded by the requirements of the post.

**Salary:**  £41,881-£49,864 per annum, depending on experience.

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1. **Job Purpose**

 This is a crucial and timely role which offers the postholder an opportunity to engage in significant change management at a key period in the life of RCVDA. Through your leadership, you will play a critical role in helping to transform the operational systems and processes, and workflows across the Group.

 Overseeing operations, you will work directly to the CEO and provide support with executive function as well as in supporting the Trustees and Directors. As a key member of the Senior Management Team (SMT), this new post of Operations & Governance Director will take operational responsibility for the implementation of the ambitious growth strategy and support the Chief Executive with the development of the Group’s overall strategic direction.

 The ideal candidate will be a highly organised and efficient administrator with excellent interpersonal skills who enjoys the opportunity to help transform organisations by creating effective systems and efficient workflows and sees things through from conception to full implementation. You will lead on policy development, implementation, and engagement, drawing on learning from our work of almost 40 years. In addition, the person will be responsible for strengthening networking and collaboration across sectors and with stakeholders to support, promote and develop volunteering, community capacity and the voluntary sector in the borough of Redcar and Cleveland.

1. **Operational and strategic management**
* To provide effective leadership across the range of services, including office systems, IT, facilities management, events management, and programme support, empowering a team to achieve agreed objectives
* To undertake a review of all systems and processes and implement necessary changes through streamlining workflows and task groups to ensure that organisational needs are met effectively.
* To ensure that the Trustees, CEO and staff are fully supported in their work to maximise RCVDA’s capacity to deliver on its charitable aims.
* To have oversight of the organisational aspects of compliance (GDPR, safeguarding, health and safety) including updating systems and staff training; documentation and filing systems, insurance, MOUs, and contracts
* To oversee, review and develop HR policies and procedures and implement protocols and training to ensure they are followed, and to have ongoing oversight of HR administration.
* To oversee the management of independent contracts for services to ensure ongoing value for money and develop systems to establish accurate cost bases for each procedure and activity to ensure services are value for money
* To lead by example to ensure the culture of the organisation is open and transparent.
1. **Workforce and People Management**
* To ensure delivery of an inclusive environment across the various teams within the Group with a significant focus on teambuilding, staff engagement and wellbeing
* To manage, develop, and empower staff, to enable them to provide high quality services, to contribute to meeting Group objectives and Key Performance Indicators (KPIs)
* To review the workforce skill mix, and organisation roles as required considering current workload and future development plan
* To be responsible for staff management of the core administration team, including training of staff
* Lead on monitoring and delivery of KPIs providing performance updates to the CEO and Board as and when required
* To be responsible for the management of delegated support services budgets, authorising expenditure in accordance with agreed policies and ensuring value for money
1. **Direct support of the Chief Executive (CEO)**
* To take initiative to respond to e-mails, queries and communications received and manage mailboxes on behalf of CEO as required to ensure that all the aims, needs, requirements and deadlines of the Chief Executive are met.
* To ensure that SLT meetings are effectively organised, minutes taken, and follow-up actions undertaken
* Drafting correspondence and other documents as required.
1. **Governance Support**
* To ensure that the Governance function is effectively supported by overseeing the production and approval of all papers and documents (including agendas and minutes) for Trustee & Director Board meetings and any Board sub-committees.
* To ensure that Trustees are supported in their work efficiently and effectively, from induction to the end of their term
* Work with the CEO and SLT to update and revise policies and procedures and assist in the development of new policies and procedures.

Post holder will also be expected to undertake any other duties commensurate with a senior leadership post as and when required.

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| **Qualifications:** |  |
| Educated to degree level | Desirable |
| Professional administration qualifications or equivalent experience  | Essential |
| **Experience and Knowledge:** |  |
| Proven experience of effectively managing change in administrative systems and processes and improving workflows within a team | Essential |
| Broad knowledge of support systems – office administration, IT, facilities, and programme management | Essential |
| Proven people management skills | Essential |
| Administrative experience in the not-for-profit sector | Desirable |
| Excellent organisational, scheduling, and operational analysis skills  | Desirable |
| In-depth knowledge of a range of standard office suites and platforms and understanding of their strengths and limitations | Desirable |
| A broad understanding of compliance and understanding of data protection legislation | Essential |
| Ability to draft policies, protocols, and procedures in consultation with others | Essential |
| Excellent time management skills; able to work proactively unsupervised and use own initiative | Desirable |
| Meticulous written communication, proofreading, and editing skills | Desirable |
| Excellent interpersonal and verbal communication skills | Desirable |
| **Personal Qualities:** |  |
| Reliable and trustworthy with confidential matters; ability to use a natural sense of discretion | Essential |
| Able to relate to and work with people from a range of backgrounds | Essential |
| Strong ability to manage a varied, multi-faceted workload | Desirable |
| Ability to work under pressure and to deadlines, coupled with a degree of flexibility | Desirable |
| Ability to assimilate information quickly | Desirable |
| Interest in social justice and awareness of cross-cultural sensitivities   | Desirable |
| A team player with a willingness to work flexibly | Essential |
| A willingness to contribute with a direct hands-on approach to work | Essential |