

JOB DESCRIPTION

Postholder:	Head of Operations
Line Managed by:	CEO
Salary:	£40k pro rata
Contract Type:	Fixed-term until Nov 2024, part-time three days a week.
Role Scope:	Oversight and management of operational activity within 24-7 Prayer
Role Description:	The HoO is responsible for overseeing 24-7 Prayer's operational activity, giving advice and guidance at leadership level as well as managing day-to-day operational activity.

Key Responsibilities:

- Shape, maintain and implement the strategic plan for 24-7 Prayer.
- Oversee operational activity for 24-7 in key areas:
 - HR alongside our service provider
 - Legal
 - Governance
 - Ops project delivery including a CRM system
 - Insight and advice into other operational areas
 - Budget - Oversight and control of the Ops budget
- Work with senior management to deliver against strategic priorities.
- Ensure the aims of the charity are met and we are demonstrating good stewardship.
- Work closely alongside the CEO.
- Line manage one direct report.
- Ensure that the organisation is compliant with all relevant legislation, reviewing procedures and supporting the maintenance of the risk register.
- Manage contracts with external service providers, including IT and HR systems.
- Track, manage and source contracts for all ongoing projects.
- Participate in the Senior Management Team.
- Ensure policies are updated and reviewed.

Key Requirements & Skills

- Christian leadership experience and an active prayer life.
- Excellent communication skills both verbal and written.
- High comfort level working in a diverse, multi-tasking environment.
- Good judgement and decision-making skills.
- Budget development and oversight experience.
- Excellent interpersonal skills and a collaborative management style.
- Demonstrable achievements in managing a small charity/organisation.
- Ability to inspire energy and creativity.
- Excellence operating in a fast-paced office environment.
- Organised, with high level analytical and problem-solving skills.
- Ability to challenge and debate issues of importance to the organisation.
- Understanding of organisational structures and associated personnel issues.
- Able to display patience, resilience and optimism in the face of periodic pressure.
- International travel when required.

FULL JOB DESCRIPTION

HR	<p>Working with our HR service provider to manage all staff and employment issues and ensuring we are a good employer:</p> <ul style="list-style-type: none"> • Legal issues concerning employment and keeping up to date with employment law • Staff contracts: holidays, salaries, processes and procedures • Staff recruitment: hiring, internships, probationary periods • Staff effectiveness and development • Staff wellbeing, workload, holiday cover • Appraisal process • Managing changes of workload and allocation of projects
Legal	<ul style="list-style-type: none"> • Governance • Updating and managing the Risk Register • Health and safety • Insurance • Building and equipment leases and agreements • Ensuring all policies are updated and reviewed
Line Management	<ul style="list-style-type: none"> • Direct reports: Exec Ops EA/Office Manager
Finance	<ul style="list-style-type: none"> • Working alongside the CFO assisting in the budget process • Approving expenditure • Managing the Operational Budget • Reviewing payroll each month
Office and infrastructure	<ul style="list-style-type: none"> • Working alongside the Office Manager • Encouraging good practice for equipment usage/maintenance • Managing a likely move to new office location
Systems	<ul style="list-style-type: none"> • Responsible for evaluating, introducing and maintaining systems and processes for the whole organisation • Working with other staff to lead on the introduction of a new CRM system • Working with other staff to ensure all teams have an updated systems dashboard
Trustees Meetings	<ul style="list-style-type: none"> • Chair the Risk and Audit Committee and report back to the Board three times a year • Work alongside the Board Secretary to ensure all Board papers, reports and packs are available before each Board meeting • Report back on the Risk Register • Support the Nominations Committee on the recruitment of a new CEO
'Peripheral Vision'	<p>Having a view across all activities; proactively thinking and seeing what is happening across the movement; looking for overlaps, gaps and efficiencies; spotting areas for collaborative working; catalysing connections and bringing things together.</p>