

Central Services

JOB TITLE	Head of Operations
SALARY	£34,680 - £38,760
REPORTING TO	The Chief Executive
RESPONSIBLE FOR	Central staff (currently Administrator Coordinator, Data Administrator, Communications Coordinator and Administration Assistant)
DURATION	Permanent - subject to funding
HOURS	Full Time
LOCATION	Head Office, there may be occasional travel to meetings and the sites Hibiscus works from

Job summary:

- To manage and improve the central services and systems in the organisation to facilitate meeting the strategic aims
- To work closely with the Chief Executive to diversify the funding base
- To work collaboratively with the Senior Management Team (SMT)
- To support and where appropriate occasionally deputise for the Chief Executive or other Heads of Department

This job description may change to reflect changing requirements

JOB DESCRIPTION

Strategic Thinking and Planning

With guidance and support from the Chief Executive

1. To act as the strategic lead for central services
2. To create a three-year business and work plan for Central Services which fits with the organisation's Strategic plan.
3. To ensure that effective management arrangements are in place to achieve the actions of your department's work plan
4. To actively contribute to the strategic management and development of Hibiscus Initiatives by participating in organisational-wide developments and initiatives in pursuit of the organisation's aims and objectives and new developments
5. To ensure appropriate up to date policies, procedures and systems are in place and adhered to

Leadership and the Management

To lead

6. And manage a team of central staff, including support, supervision, appraisals, training, and development and performance management
7. On the recruitment of staff, volunteers and interns to this area of work, and to be involved for the whole organisation
8. On ensuring that communication, quality and fundraising strategies are reviewed and implemented

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Leadership and the Management (continued)

To ensure

9. Central staff activities are appropriate and responsive to the needs of the whole organisation
10. The HR database is maintained effectively. This will include records for training, sickness, disciplinary, health and safety, work place risk assessments
11. High quality services can be evidenced
12. Production of accurate and regular reports as needed
13. That appropriate and robust information systems are in place and maintained
14. To consult at all times with the organisation's HR/legal consultants in respect of controversial matters relating to HR management
15. To manage operations in a manner that promotes equality of opportunity and collaborative working within the team
16. To provide guidance to senior staff in the short term absence of other heads of department (annual leave/sickness)

Funding, Resources and Reporting

17. To lead on coordination and submission of fundraising applications, applications will be prepared in conjunction with SMT members
18. To participate in setting the department's annual budget and in the organisation's budget setting process.
19. To work towards securing the level of income indicated in the budget for the department and respond promptly to budget changes
20. To monitor the department's income and expenditure effectively and transparently and ensure best value
21. To ensure financial systems are effectively maintained and liaise with the external financial consultants as needed
22. To ensure that all records are compliant with the Data Protection Act and GDPR
23. To ensure effective administration to board members
24. To manage and maintain the Risk Register

Communication

25. To communicate in a confident, informed and authoritative manner, in line with established policies, practices and priorities of the organisation in order to maintain and enhance organisational credibility both orally and in writing. This will involve on occasion speaking on behalf of Hibiscus
26. To maintain confidentiality in line with the organisations and funders protocols
27. To maintain and develop positive relationships with organisations who can assist our work and our clients

Knowledge

28. To undertake learning and training to keep abreast of developments in the key areas which informs the work of Hibiscus
29. To contribute materials, books, literature, databases and other resources to the Hibiscus Initiatives library, to assist in the development of a body of knowledge related to Hibiscus work

Political Sensitivity

30. To have an awareness of and commitment to the ethos, aims and objectives of Hibiscus Initiatives and to ensure that these are not compromised
31. To brief the Chief Executive on operational developments relating to the area of work
32. To be able to recognise and deal with a range of strategic political and sensitive issues that impact on the service area, including using diplomacy in dealing with stakeholders and government departments

Other

AND, to carry out any other duties which are deemed to be appropriate to this role

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PERSON SPECIFICATION		E= Essential D= Desirable		
		E or D	App form	Test / Interview
Education/Qualifications	A degree qualification or equivalent, in a relevant field	E	x	
Experience of	At least five years' management, leading staff, managing resources and reporting on same	E	x	x
	Leading or having a major role in developing strategy and applying it to the working environment	E	x	x
	Success in securing new funding	E	x	
	Producing and implementing policies, procedures and processes	E		
	Developing new initiatives	E	x	x
	Working in an environment that promotes equality of opportunity and collaborative working to deliver non-discriminatory services.	E	x	x
	Working in an organisation which promotes the rights of vulnerable clients with multiple and complex needs	D	x	x
	Budget management	E		x
	Using QuickBooks or other accountancy software	D		
Skills/Abilities	Attention to accuracy and detail coupled with ability to think analytically and produce reports	E	x	x
	Excellent communication and negotiation skills	D	x	x
	Able to set and manage own and central team priorities, objectives and deadlines while maintaining a focus on the key priorities	E		
	Able to motivate and empower staff so as to build effective teams and relationships, trust, good morale and teamwork.	E	x	
	IT competent in the main Microsoft Office programmes including Word, Power Point, Access and Excel.	E	x	x
Knowledge and Understanding	Commitment to the aims, ethos and purpose of Hibiscus including women centred working	E	x	
	Commitment to collaborative working	E	x	
	Understanding of the multiple and complex needs of Hibiscus client group	D		
	Able to demonstrate political awareness and knowledge of political developments in respect of the work of Hibiscus	D	x	x
Other Qualities	A demeanour which generates credibility, diplomacy and confidence with funders, board members, staff, clients, external partners, government agencies and all other stakeholders.	E		x
	Ability to acquire new skills and demonstrate a strong commitment to learning and continuous professional development for self and others.	E	x	