

JOB DESCRIPTION	
JOB TITLE	<p>Director of Operations</p> <p><b>*This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010.</b></p>
TEAM	Operations
SALARY	£60,000 – £65,000 per annum depending on experience
REPORTING TO	CEO
RESPONSIBLE FOR	Operations Team
DURATION	Permanent
LOCATION	Hibiscus' main office in Islington, London, for between two and three days a week. Flexible working arrangements available for the remaining days.
HOURS	35 hours, Monday - Friday
PURPOSE OF ROLE	<p>This role is integral in supporting the continuous improvement of Hibiscus. We are currently at a transition state, and we need a confident person to help us shift our culture, infrastructure, and aligning our systems and process. You will play a crucial role in guiding our driven and committed team.</p> <p>You will be a strategic thinker and planner, with strong operational experience, an eye for detail and a track record of turning vision into action. You will be responsible for ensuring that the core Operations, Finance, HR and Data functions of the organisation are robust, integrate our values and meet the needs of our strategic objectives. You will be committed to upholding our vision, mission, principles, and values always. You will be bold, proactively contributing to a workplace culture that can centre our values of diversity, respect, learning and innovation and inclusivity. This role demands a high level of flexibility, initiative, and dedication.</p> <p>You will have a unique opportunity to drive change and ensure we deliver on our purpose: to enable marginalised migrant women trapped in the immigration and criminal justice system to rebuild their lives.</p>

## KEY RESPONSIBILITIES

### Leadership and Strategy

- As a senior member of the team, work with colleagues to develop, implement and review Hibiscus's strategy and plans, particularly as they impact our operating and finance models
- As a member of the senior management team, be responsible for collating the information needed to develop the annual business plan and monitor and report progress against those
- To embed our purpose and values in our Operations systems
- Support the CEO to build and instil a sense of unity and purpose into the work of the organisation
- Effective change management, including structural, financial and people management
- Represent the Operations work to the Board, work with the CEO to ensure Board functionality.
- Deputise for the CEO

### Organisational Effectiveness, IT and Service Operations

- Increase the effectiveness and efficiency of our operations through reviewing and developing initiatives to improve our central functions of HR, IT, administration, finance, governance and reporting
- Ensure that the organisation is compliant with all relevant legislation by conducting risk assessments, monitoring performance, reviewing procedures and supporting the maintenance of the risk register
- Manage external supplier contracts and ensure that all contractors represent value for money and are appointed in line with our policies
- Ensure staff have effective and efficient IT support and equipment through management of our outsourced IT provider and regular review of assets
- Manage relationships with our landlord and ensure our office is fit for purpose and meets the needs of the team and the business objectives. Support our administrator to manage day to day function of the office
- Lead on the contractual and administrative aspects of relationships with outsourced consultants and associates

### Finance and Sustainability

- Oversee the effective financial management of the organisation by ensuring all financial systems, processes, policies, procedures and information are fit for purpose
- Responsible for financial planning and producing financial budgets for the organisation
- Support the team to monitor projects from start to finish including preparing costings for funding application, agreeing contracts and grant terms, monitoring deliverables and finance and co-ordinating timely reporting
- Collaborate with the team to prepare comprehensive financial reports in line with requirements from funders
- Oversee the production of quarterly management accounts and yearly finance audit in line with charity commission and Companies House
- To oversee service agreements, negotiate contracts and agreements as appropriate, in consultation with the Chief Executive
- Attend and actively input to the Finance and Risk Sub-committee
- Communicating the financial landscape of the organisation to the Senior Leadership Team (SLT) and Board, through verbal and written reports
- Ensuring the right people in the organisation have access to our banking system

### HR and People Management

- Integrate our workplace culture into HR and people management systems and drive it and model a fair and open management approach that ensures trusted relationships are embedded

- Lead on ensuring Health and safety compliance across the charity supported by other Heads of departments
- Provide direct supervision, coaching and guidance to a diverse operational team
- To operationalise our anti-racism action plan

### Risk and Compliance

- To ensure that all records are compliant with the Data Protection Act, DPR, and act as the DPO
- To manage and maintain Hibiscus' Risk Register and to report any risk to the board
- Act as the Designated Safeguarding Lead and ensure implementation of Hibiscus' Safeguarding policies and procedures, ensuring appropriate staff training and support
- Ensure the timely and accurate completion of annual accounts, reports and the trustees annual reports as well as any other submission to the Charities commission and Companies House
- To ensure governance activities adhere to all financial, legal and statutory requirements liaising closely with the board of trustees
- To be the main contact for the board of trustees and managing board meetings

### Fundraising

- To contribute to the fundraising efforts, supporting the CEO and Fundraising & Grants Specialist with bid writing and applications.

### FURTHER INFORMATION

- The post holder must at all times carry out duties and responsibilities with due regard to Hibiscus equal opportunities policies and procedures
- The post holder must ensure that personal information for clients, members of staff and all other individuals is accurate and kept secure and confidential at all times, in compliance with the Data Protection Act 2018
- The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required
- The post holder is required to fully familiarise themselves with and comply with Hibiscus policies and procedures
- The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report as necessary any untoward accident, incident potentially hazardous environment
- The post holder will be subject to checks by the Disclosure and Barring Service

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to their grade, that are not listed above, at the direction of their line manager.

### PERSON SPECIFICATION

#### Essential

- A commitment to Hibiscus's vision, mission and values as well as a strong commitment to anti-racism. A willingness to develop an understanding of our work.
- A level of self-awareness, and commitment to personal growth
- Strong experience of strategic financial planning and managing organisations finances.
- Strong understanding of major compliance areas within a charity- including safeguarding, health and safety, data protection, Charity Commission and Companies House requirements
- A proven ability to be comfortable and effective in communicating with the team, board and a wide range of contractors and partners.
- Ability to manage own time and workload efficiently, prioritise and meet deadlines and work in a fast paced and rapidly changing environment
- Experience of managing contractors and suppliers

- Understanding of risk management
- Experience of change management including implementing new efficient operation systems

### **Desirable**

- Qualification or advanced training in a relevant area such as financial management, managing change
- Experience of writing and contributing to fundraising bids
- Proven experience in an operations and/or finance role including designing processes, systems and policies in line with best practice
- Experience of working in the charity sector
- Experience working on Quickbooks
- Experience in health and safety, data protection and safeguarding
- Experience of producing reports of organisational outcomes, outputs, and financial activity