

Job Description: Head of Operations

September 2020

About RESULTS

There are many organisations working to fight hunger and poverty around the world. RESULTS focus is unique: we seek to make change in the world through utilising a combination of Grassroots advocacy, Parliamentary advocacy, and Policy advocacy to create the public and political will to end poverty.

In the UK, we have an active network of grassroots campaigning groups and individuals who take regular campaign actions on specific issues where we seek to make lasting change. Globally, we undertake and support a range of programmes and activities enabling people to use their personal and political power for change.

At the parliamentary level we have a small team of experts that work to inspire and support parliamentarians in the UK Parliament to become champions for ending poverty; raising awareness, calling for action, and holding governments to account.

Our policy advocacy is driven by of a team of experts, recognised as being among the best in their fields. Alongside publishing original research and supporting our Grassroots and Parliamentary teams with up-to-the-minute information on our issues, they also advocate directly with staff at policy-making organisations like DFID, the Global Fund, and the WHO.

Internationally, we work with RESULTS organisation around the world, and in health we also work with partners in India, Kenya, Zambia and elsewhere through the international ACTION Global Health Advocacy Partnership. (www.action.org).

RESULTS UK believes the building blocks of the end of poverty can be most simply articulated as “health, education, economic opportunities, and citizen voice”. These are the things that all people, wherever they live, need and have a right to. Within these four areas, we prioritise a small number of specific issues where we can have most influence to achieve much needed development progress.

Across all our issues, our aims are to mobilise resources, change policy and policy-in-practice, and create the public and political will that will bring about change.

Role Description

RESULTS is a hub of high-impact advocacy activities of many kinds: this role delivers leadership, oversight, and implementation of the operations and processes that ensure RESULTS is an efficient, effective organisation. This role is a member of the five-strong Management Team of the organisation and will play a major role in strategy development and organisational management.

In practice, the Head of Operations will provide leadership on three main functions:

- Finance Oversight – Line managing the FCCA-qualified Finance Manager, this role will ensure they have the oversight, support, and resources needed to continue to provide high-quality finance support to the rest of the organisation and the Board’s Finance Committee
- Resource Mobilisation – Line managing the Development Officer and working alongside the rest of the management team, this role will provide strategic oversight of our own resource mobilisation efforts, helping to develop a fundraising strategy and associated plans. The vast majority of RESULTS UK’s income is from Trusts, Foundations, and from the

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development of advocacy partnership with other development sector organisations that share our objectives.

- Office Management, including HR, facilities, and process improvement – The Head of Operations will take responsibility for upgrading and streamlining our processes to greatly benefit the overall functioning of the organisation.

We are looking for someone who can use their experience to drive continuous process improvements in all the operational areas described above.

The post-holder will also work with the other Management Team members to ensure effective coordination of our Operations, Grassroots, Policy and Parliamentary Advocacy, being generous with sharing of knowledge, advocacy expertise, and contacts.

Key Responsibilities

Finance Oversight

- Work closely with the Finance Manager to unlock the full capability of the existing finance team. This would include (but not be limited to):
 - Enhancing the use of finance data to further improve oversight and strategic analysis by the Management Team and Board.
 - Providing oversight and guidance on the implementation of finance projects such as a new expense claim management system, or the upgrading of budgeting or reporting processes.

Resource Mobilisation

- Manage the Development Officer, helping them develop and implement resource mobilisation plans that fulfil the charity's overall strategy.
- Provide support to the grant application process including ensuring full cost recovery will be achieved.
- Provide support to develop and implement effective grant management, reporting and donor stewardship activities.

Office Management and HR

- Work with the RESULTS Management Team to consolidate and strengthen Human Resources policies and processes, including:
 - Staff Wellbeing and Mental Health at work. There is an active and engaged Wellbeing team, and RESULTS joined the Mind Workplace Wellbeing Index initiative in 2019 to enhance our approach to mental health at work.
 - Engaging with the union. RESULTS has recognised “Unite the Union” as our workplace union and has a healthy and productive working relationship with union officers.
 - Safeguarding. RESULTS has a comprehensive safeguarding system in place and we work to ensure it remains best-practice and well-used.
 - Ensure the annual performance management process is undertaken to timetable and to standard.
 - Provide oversight of recruitment processes and other HR policy and procedures.
- Lead on consolidating and enhancing a number of office and facilities management functions, and lead on the delivery of Management-level responsibilities for these. This role is not expected to perform all these tasks, but to ensure RESULTS has the systems, process, and resources in place to deliver them efficiently and effectively. This includes:
 - Liaising with the landlord of our office in Bondway, including any repairs or similar

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facilities management tasks.

- Leading on any lease renewal processes (our current lease expires 2023)
- Ensure the efficient implementation of a set of basic office tasks such as purchasing of stationary, IT equipment, furniture, etc.
- Supporting out “New Ways of Working” efforts and project as we reopen the office after a Covid-related office closure.

Overall Management and Organisational Development

- Manage the individual performance of relevant Operations Team staff, set their objectives, and provide ongoing support and guidance.
- Manage the finances of the team, supervise spending, and oversee monthly expenditure reviews.
- Contribute to the financial management of the organisation, including budgeting and financial reporting.
- Work closely with Operations Team members to ensure high-quality reporting to donors and good donor relations, including contributing to reports for the RESULTS board of trustees.
- Play an active role in the leadership of RESULTS as a member of the Management Team.
- Work closely with the Executive Director and Heads of other teams to guide the organisation and ensure that RESULTS is fulfilling its vision and mission, while adhering to our values.
- Work with others across teams to ensure RESULTS is a learning organisation that evaluates our activities and learns lessons.

Person Specification

Essential Criteria

All candidates must have the right to live and work in the UK. If you are made an offer of employment, this will be subject to verification.

Skills and Experience

- At least 6 years' experience in an operational or related process role, leading teams and delivering strong business process improvement in at least one of the three main areas of responsibility.
- Experience of mentoring and managing staff (including professional development, performance management, appraisals, addressing poor performance).
- Experience of project management and the implementation of new business processes.
- Experience with financial and/or grant management, including developing budgets, a high level of proficiency in using Excel to do so, and financial and narrative donor reporting.

Personal Attributes

- A process and systems-oriented problem solver that enjoys bringing structure and efficiency to organisational issues.
- Well organised, able to manage multiple tasks with a high level of attention to detail, and to delegate effectively.
- Ability to respond flexibly to changing priorities and to set and work to deadlines.
- Self-motivated with personal commitment to international development issues.
- Motivation to work in a politically neutral advocacy organisation.

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Desirable Criteria

- In addition to the first bulletpoint under essential skills and experience, any additional experience in an operational or related process role, leading teams and delivering strong business process improvement in at more than one of the three main areas of responsibility is desirable.
- Experience in UK Human Resources processes, law, and norms.
- Experience in representing organisations at a senior level, networking, and contract/vendor negotiations.

Equality, Diversity and Inclusion

At RESULTS UK, we believe in equality, diversity and inclusion, and that it should be the norm. As well as this being an issue of equality and fairness, we recognise that diverse and inclusive organisations are some of the most productive and impactful.

As an organisation, we are aware of the under-representation of certain groups and communities in our sector. These include – but are certainly not limited to – people from Black, Asian and minority ethnic (BAME) communities, refugees and people from lower socio-economic backgrounds.

We want to change this and are committed to playing our part as an organisation. As a committed equal-opportunities employer, we actively welcome applications from people from a wide range of backgrounds, skills and abilities, recognising the value that these different perspectives bring to our organisation.

If you would like an informal discussion about the role or have any questions, please contact the hiring manager, Aaron Oxley, at aaron.oxley@results.org.uk

Salary, benefits, and other key information

The line manager for this role is the Executive Director. This is a fixed-term post. Full personnel policies are available on request.

1. Starting date

The position is available from the 1st of October 2020, and is a permanent role.

2. Salary

This is a 'Function Head' role within the RESULTS professional levels framework and has a minimum pro-rata salary of £45,368 per annum FTE.

3. Hours of work

This post requires a working week of 22.5 hours (0.6 FTE, excluding breaks). These hours will be worked as agreed with the line manager but some flexibility may be required to meet the needs of the job. There is no paid overtime.

4. Holidays

25 days per year plus bank holidays, pro rata. Holidays increase by one day per year of service to a maximum of 30 days pro rata. Three days are to be taken in the period between Christmas and New Year when the office is closed. Holidays are earned in arrears.

5. Notice Period and Probationary Period

This role has a three-month notice period. The employee will have a probationary period of three months, during which time the notice period is one month.

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6. Location

The post will be based in RESULTS UK's national office at 31-33 Bondway, Vauxhall, London SW8 1SJ. Currently, the RESULTS Office remains closed due to Covid restrictions: our plans to reopen the office are currently under development and prioritize staff safety, so in practice this role will be working from home until these are finalized and implemented.

7. Travel

This role does not have any significant UK or International travel.

8. Additional Benefits

Staff joining RESULTS are automatically enrolled in our company pension scheme unless choosing to opt out. A legally mandated minimum employee contribution applies, and all employee contributions to pension are matched 1:1 by RESULTS up to a maximum of 5% of gross salary.

Staff may receive a tax-efficient loan for the purchase of a bike through which the final price of the cycle is lower than on the market. Details at cyclescheme.co.uk

Staff may receive a loan for the purchase of a travel season ticket.

Recruitment Process

Please apply by sending a **CV** (maximum 3 pages) and **cover letter** (maximum 2 pages) to ops.jobs@results.org.uk. In your cover letter, please state where you saw the job advertised and **describe and give examples of how you meet the requirements in the Person Specification**. The subject of your email should be **"Head of Operations", followed by your Surname**.

The application deadline is 09:00 am on Monday the 28th of September, with first-round interviews the following week and second-round interviews subsequently.