

# Business Operations Manager at Stonewall Housing

Date: August 2024

## THE ROLE

- **Title:** Business Operations Manager
- **Reporting to:** The Chief Executive Officer (CEO).
- **Direct reports:** None.
- **Contract type:** Permanent.
- **Hours:** Full-time, 35 hours per week. Occasionally, hours may be required during the evening and/or weekend, but these will be planned in advance and time off in lieu will be granted.
- **Location:** This role is office-based; you will be expected to spend at least 3 days a week in the London office near Liverpool Street. Attendance in person for the All-Team meetings (near the Liverpool Street Office) is expected once a month.
- **Salary:** The scale for this role is £29,593 - £31,417 (inclusive of London weighting). We use the Stonewall Housing NJC salary scales. This role is within the scale of 11 – 15, your scale starting at 11.

## RECRUITMENT TIMELINE

- **Closing date: 9 September 2024**
- **Interview dates: Week commencing 23 September 2024**

## OVERVIEW

Stonewall Housing is in an exciting stage of growth. It will be your role as Business Operations Manager to facilitate this growth through the creation and maintenance of smooth operational processes and administrative support to the organisation. You will work closely with the Leadership and Development Teams, and in partnership with our Services Administrator.

In this post you will be supporting the Training Lead with the running of the training pipeline, such as sending invoices, booking forms and certificates; providing administrative and operational support to the Development Team so that they reach their fundraising, partnership, events and volunteering goals; supporting the CEO with any Board of Trustees-related tasks, such as taking minutes at the quarterly Board Meeting. Stonewall Housing has also recently adopted the project management and CRM tool, Monday. You will need to have experience of working with the same, or a similar, project management tool.

The successful candidate will aim to find effective and workable solutions in a range of contexts, negotiating within budget and working with any member of the team. You will help to make sure that all administration tasks are completed effectively and efficiently and create systems and processes to support all aspects of our work.

## **KEY RESPONSIBILITIES**

- To provide a high quality, flexible and responsive administrative support to the organisation.
- To provide administration support for staff, management, and volunteers.
- To ensure effective processes and systems to support front line work.
- To maintain and update the projects stored on the project management tool, Monday.
- To organise and minute key organisational meetings.
- To ensure all administrative requirements are met throughout the organisation.

## **MAIN DUTIES OF THE POST**

### **Administration**

- To open, record and distribute post as necessary.
- To type various reports, forms and documents as required.
- To provide administrative support to the Leadership and Development Teams, including arranging organising and minuting meetings, managing processes, recording progress.
- To attend and minute the monthly all team meeting.
- To attend and minute the quarterly Board Meetings.
- To prepare the quarterly Board Report in partnership with the CEO.
- To provide administrative support to the Income Generation team, helping with key events, supporter engagement and production of materials.
- To prepare payroll each month, inputting sickness absence and any changes
- To ensure that all laptops, mobile phones, and other equipment is allocated, recorded, and collected according to policy.

### **Training administration**

- To provide administrative support to the Training Lead, helping with bookings, invoicing, and customer engagement.
- To help maintain the training pipeline on the CRM tool, Monday.

### **IT & Human Resources**

- To maintain the organisational online HR system, ensuring information is accurate and up to date.

- To act as a key point of contact for the IT service provider to ensure excellent customer service to colleagues.
- To develop and maintain the IT network filing system.
- To act as a source of assistance and information for other staff.

### **Recruitment**

- To place adverts in relevant publications and on various websites as requested by the leadership and development teams.
- To produce and send out electronic application packs for all staff, management committee and volunteer vacancies.
- To organise and provide support and relevant paperwork to all interview panels.
- To maintain appropriate administration and applicant records.

### **Reporting**

- To provide support to the Leadership and Development Teams in producing monthly and quarterly outcome reports.
- To provide support to the Leadership and Development Teams in producing monthly and quarterly KPI reports.

### **Policy development**

- To carry out research and other assistance for policies as requested by the leadership team.
- To ensure electronic policy files are up to date.
- To maintain the policy review schedule at least once a year.

### **YOUR EXPERIENCE**

- You will have experience coordinating projects, translating a 'big picture' strategy into smooth, reliable operations.
- You will have experience using a project management tool, such as Monday or Asana.
- You will have experience using a CRM tool, such as Donorfy, Salesforce, CharityLog.
- You will have experience of taking minutes and organising meetings.
- You will have an understanding of the discrimination faced by LGBTQ+ people.
- You will have experience and understanding of maintaining confidentiality.
- You will have experience using systems for data entry and reporting.

### **YOUR SKILLS**

- High standards of accuracy and attention to detail.

- Excellent written and verbal communication skills.
- Extensive IT skills. Competent in Microsoft Office (Outlook, Word, Excel, PowerPoint).
- Strong organisational and time management skills with a systematic approach to problem solving.
- Excellent time management skills with the ability to prioritise, plan and organise day-to-day activities ensuring that deadlines and objectives are achieved.

## **YOUR ATTITUDE AND PERSONAL ATTRIBUTES**

- A team player with a positive outlook and strong work ethic.
- The ability to use your own initiative and know when to seek advice.
- Acts with professional integrity at all times.
- Good interpersonal skills, confident and professional communication manner.
- A commitment to the aims, values, and beliefs of the organisation.

### **More about who we are:**

Stonewall Housing is the UK's leading by and for LGBTQ+ homelessness charity. 100% of our board of trustees are LGBTQ+ and a minimum of 80% of our staff are LGBTQ+. We help LGBTQ+ people in the UK who are experiencing homelessness or living in an unsafe environment. We provide safe accommodation, housing advice, mental health advocacy and support for people fleeing or who have fled domestic abuse. Founded in 1983, we are the only charity in the UK working with homeless LGBTQ+ people of all ages.

We are a team of caring, driven people, fighting to end homelessness and ensure that everyone has a safe and secure space to call home.

### **Our Values:**

- We are LGBTQ+ informed.
- We are tenacious.
- We are empowering.
- We are collaborative.
- We are inclusive.

### **What we can offer you:**

Whatever stage of your career you may be at, we will support you with the training and development that will help you to reach your goals.

Our benefits include:

- Competitive salary.
- Flexible working.
- Generous annual leave – 30 days plus an additional ‘Stonewall Housing’ day off per year.
- Pension scheme.
- Employee Assistance Programme.

### **Applying for the role:**

No formal qualifications are needed for this role, and we encourage everyone with the appropriate skills, experience and potential to apply. We welcome applications from those who understand and show empathy with our mission and purpose.

We are committed to building a diverse and inclusive workforce that represents the people we support; we welcome difference whether it is gender, gender identity or expression, race, disability, age, sexual orientation, religion or belief, marital status, national origin, or pregnancy and maternity status; so please be yourself!

We particularly encourage applications from candidates with lived experience of homelessness who we believe are an essential asset in our sector. For more information about us, please visit our [website](#) and follow Stonewall Housing on our social channels. If you have any questions about the role, or you would like an informal chat about it, please reach out to [fin@stonewallhousing.org](mailto:fin@stonewallhousing.org).

*NB: We rely on legitimate interest as a legal basis for processing personal information under the GDPR for purposes of recruitment and applications for employment.*