

TRINITY HOUSE CORPORATE DEPARTMENT JOB DESCRIPTION

Job Title:	Head of Operations & Change Projects
Reporting to:	The Secretary/CEO
Location:	London
Job Holder:	
Date:	November 2024

SCOPE AND PURPOSE OF JOB

To oversee the delivery of significant change projects outside routine outputs and to address gaps in Corporate resourcing that unbalance the fully efficient discharge of existing outputs.

Responsible to the CEO/Secretary for day-to-day operational management and oversight of the Corporate Department.

KEY ACTIVITIES AND RESPONSIBILITIES (in addition to these tasks):

Lead, manage and motivate staff in the Corporate Team, including all associated HR to ensure a consistent approach of the Trinity House values and Culture.

Manage the range of Corporate functions, including HR, Health and Safety, Risk, Fraternity, Facilities (routine and planned maintenance), Events and devolved responsibility for governance (including GDPR) to support organisational resilience and compliance with relevant legislation.

Develop, manage and implement a strategy for the Fraternity that will maximise its full potential and place its members at the core of Trinity House.

Manage the Corporate departmental budgets to ensure best value for money and support with financial sustainability.

Manage the Corporate departmental contracts and partnerships including delivering SLAs with the GLA and any other associated contracts to ensure best value for money and reputation of Trinity House is upheld.

Manage HR policies, procedures and processes to ensure compliance and legalisation is adhered to.

Lead the Business Partnering of the Corporate team to the rest of Trinity House to ensure that clear, consistent and high quality advice is given to all staff members.

Manage all records for Corporate Governance including minutes and actions at Board and committee meetings and circulating / updating documents as required to support with good governance and legislation.

Manage the Business Continuity Plan and update the risk register, drafting reports for audit and risk as required to support with good governance.

Manage and deliver change projects for Trinity House that will help improve practices and procedures to support with best practice.

Liaise with Board members including Elder and Younger Brethren to support the aims and objectives of Trinity House.

Perform all other duties as reasonably required of the role.

Technical Attributes/Desirable Experience:

- Relevant degree or equivalent experience required in a related field
- Substantial experience in a similar role and organisation
- Significant experience of managing a team including associated HR
- Significant experience of creating policies and procedures
- Significant experience of corporate governance ideally in the Charity Sector
- Significant experience of managing a budget
- Significant experience of working in a busy and multifaceted office
- Significant experience of minute taking
- Demonstrable experience of working with a Board
- Demonstrable experience of creating and implementing strategy
- Demonstrable experience of leading health and safety or a facilities related field
- Highly developed Communication Skills both orally and in writing
- Highly developed interpersonal skills including the ability to work with staff at all levels
- Highly developed report writing skills
- Developed negotiation and facilitation skills
- Developed IT skills including Office 365

- Flexible attitude to cope with a variety of duties which may be required at short notice

Supervisory Responsibility/position in THCD's structure:

The incumbent will have line management responsibility for the Fraternity Co-ordinator; the Corporate Administrator; the General Manager Trinity Homes; the Maintenance and Facilities Manager (including oversight of the Security Manager); the Head of Events (including oversight of the Reception Team); and the Catering Manager. They will be expected to engage with the Directors of Deep Sea Pilotage and Maritime Training as necessary.

The role will deputise for the Secretary to the Corporation as required in a formal capacity as Deputy Secretary.

Communication with others/Customer Relations:

Internally with all members of the Corporate Department and with the GLA as necessary.

They will liaise proactively with the Finance and Commercial Director (F&CD) and Head of Charitable Giving to ensure coherence of respective roles and responsibilities and effective, collegiate working together.

Externally with HRH The Master's office, City of London Police, Mansion House, Elder and Younger Brethren, and members of the public.

Authority (budgets, resources etc.):

TBC

Travel:

Occasional travel to attend meetings.

Working Hours:

41 hours per week spread over 5 days; a small number of evenings per year may also be required when there is a Fraternity event.

Other (any other aspects that are essential to the job)

Incumbent is regularly in contact with VIPs and extremely sensitive information, mishandling of which would be detrimental to Trinity House. Discretion, trustworthiness, tact and adaptability are paramount skills as is the ability to remain calm.

Robust organisational skills and the ability to multi-task are necessary to cope with a demanding work schedule.
