



<b>Job Title</b>	Operations Manager
<b>Salary</b>	£27,000 - £30,000 per year FTE
<b>Location</b>	Remote
<b>FT / PT</b>	Part Time
<b>Hours</b>	Circa 16 hours per week; the hours will be flexible and may include evenings and weekends
<b>Annual Leave</b>	25 days pro rata
<b>Application Deadline</b>	22 May 2024
<b>How to Apply</b>	Please send your Application Form to <a href="mailto:priscilla@biggreenheart.org">priscilla@biggreenheart.org</a>

## **ABOUT BIG GREEN HEART**

The Big Green Heart is a national charity passionate about educating and empowering people to experience the positive change that comes through forgiving.

The Big Green Heart is a guided therapeutic process designed to help teach people how to forgive from their heart, in order to bring healing from past emotional and mental trauma.

Initially developed and piloted in a secondary school environment, the Big Green Heart has been adapted for use by individuals of any age across different settings. The tools are cross-cultural and inclusive, and accessible for a wide audience regardless of background or ability.

Our network of trained practitioners aim to create a safe, non-judgmental space to work through emotions and feelings birthed from past experiences, events or traumas. We also host experience days, for groups wanting to learn some practical tools which will equip them to forgive. We train others to deliver Big Green Heart in their own sphere of influence.

## **THE ROLE**

We are seeking a dedicated and experienced operations manager to join our team. We are looking for someone who will help strengthen the foundations of our organisation, as well as help us expand our growing network of partner organisations across the UK.

As a small charity, the role will require balancing practical tasks with strategic planning and management. Building on what has already been done, you will work directly with the CEO to help build the operational structure of Big Green Heart, and support its day-to-day operations.

You will also facilitate the national deployment of Big Green Heart workshops across the UK, and will work with the CEO and trustees to implement the strategy needed to upscale the work of Big Green Heart.

## **RESPONSIBILITIES**

- You will develop and implement operational policies, procedures and systems to improve efficiency and effectiveness of the organisation.
- You will monitor and evaluate the operational performance of the organisation, identifying areas for improvement and implementing solutions.
- You will manage the operational activity of our Big Green Heart experience days, supporting the CEO in the delivery of them.
- You will work closely with our partner organisations who are using the Big Green Heart model, ensuring that the high standards and values of our teaching are maintained.
- You will also work with the Big Green Heart team to onboard new partner organisations. You will work with them to understand their needs and secure buy-in.
- You will collaborate with the trustees, who also contribute to tasks linked with Big Green Heart's development.
- You will manage the budgeting and financial planning processes, working closely with the Treasurer.
- You will be trained as a Big Green Heart facilitator with an expectation that you may be needed to facilitate a workshop during your time at the organisation.
- You will participate in professional and networking events related to Big Green Heart's field of intervention.
- You will support staff members, trustees and volunteers, providing guidance and training in the operations of the charity as needed.

## **NECESSARY REQUIREMENTS**

- At least two years experience in operations management, preferably within the charity sector.
- A self motivated individual, capable of independent working.
- Ability to translate vision into a working practice.
- Strong organisational and multitasking skills, with the ability to prioritise tasks effectively.
- Excellent communication and interpersonal abilities, with the capacity to work collaboratively with a diverse range of stakeholders.
- Familiarity with budgeting and financial management processes.
- Proficiency in Microsoft Office and other relevant software applications.
- Commitment to the mission and values of the Big Green Heart.

## **DESIRABLE REQUIREMENTS**

- Experience of working in a start-up environment, supporting the operational needs of a fledgling organisation.
- Familiarity with using KNACK database.

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*The Big Green Heart recognises the need to provide a safe and caring environment for children, young people and vulnerable adults. As part of our safeguarding policy we will require any successful applicant to complete disclosure checks and obtain an enhanced DBS certificate.*

*There is an occupational requirement that the job-holder is a Christian under Part 1 of Schedule 9 of the Equality Act 2010.*

*Please note that we can only consider applications from candidates who have the legal right to work in the UK.*