



Director of Operations
Job Pack

Job Details

Job Title:	Director of Operations
Location:	Headway East London, 238-240 Kingsland Road, London E2 8AX
Team:	Senior Management Team
Responsible to:	Chief Executive
Responsible for:	Day Service Manager, Therapy Manager, Community Support Work Service Manager, Casework Manager, Admin & Premises Manager
Hours:	35 hours per week
Salary:	£50,000 per annum

About Us

Headway East London (www.headwayeastlondon.org) is a charity supporting people living with brain injury. Working across 13 London boroughs we offer specialist support and services for survivors and their families. We offer therapies, advocacy, family support and community support work alongside our day service: a community venue where people can make the most of their abilities and interests.

We also promote awareness and understanding of brain injury by providing information to the public, and offering training to university students, professionals and businesses.

Our vision is to build a community where people with brain injury are valued, respected and able to fulfil their potential.



About the Role

The **Director of Operations** leads all our member-facing services and operations to ensure that these services run effectively. The post holder is responsible for overseeing business planning and managing income streams, ensuring financial sustainability. They will maintain all relationships with local authorities, Integrated Care Boards, and private funders, ensuring the quality of services and adherence to best practices, regulations, and legislation.

Principal Duties and Responsibilities

1. Provide strategic leadership to the service leads for all our member-facing services, and the administration and premises team to ensure the efficient delivery, quality, and consistency of services, guided by the principles of co-production.
2. Oversee the development of plans and strategies for each team and instill a sense of collaboration, common goals, and working together across the departments to ensure the sustainability of our services.
3. Oversee all budgets within the departments.



4. Build good relationships with stakeholders in the boroughs we serve to develop opportunities for growth and development of our services.
5. Lead on commissioning/tender/framework contracting arrangements with the local authorities we serve.
6. Lead on safeguarding and health and safety to ensure we are compliant in all areas.
7. Work with staff to ensure our members' voices are at the centre of everything we do.
8. Work with the managers and the Finance team to ensure unit costs are correct and work to ensure full costs of the service are recovered from customers.
9. Support the teams and work with the Director of Development and Fundraising to explore new opportunities to develop our business to generate income.
10. Implement effective ways to evidence the outcomes of our members and the impact of our services to demonstrate our effectiveness, support our service development and contribute to funding report requirements.
11. Contribute to the effective leadership and administration of Headway East London working as part of the Senior Management Team and supporting the Board in setting the strategic direction of the organisation.



12. Embed a positive culture across the organisation of generating income and being more commercially aware while staying true to our values.
13. Provide leadership and support across the wider organisation as necessary and appropriate.
14. Contribute to budgeting and financial planning working with the Chief Executive, Directors and Fundraising.
15. Lead on business planning and service development, ensuring that new initiatives are effectively implemented and align with organisational goals.
16. Drive the implementation of strategic initiatives to enhance service delivery and operational efficiency.

Key Relationships – Internal and External

- Members
- Staff and volunteers
- Board of trustees
- Commissioners
- External Partners



Health & Safety/GDPR

- Comply with safe working practices as outlined in Headway East London policies and take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.
- Comply with GDPR guidance as outlined in Headway East London policy and report any breaches as soon as reasonably practicable.

General

- Be aware of and adhere to Headway East London policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other departments to achieve good outcomes for our members.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the organisation.

Other

- Apply the Headway East London values and behaviours to every aspect of the role at all times.
- Protect and enhance the interests and reputation of Headway East London internally and externally.
- Commit to the organisational principles of:
 - coproduction
 - equity, diversity and inclusion
 - sustainability

Person Specification

Criteria	Essentials
Experience	<ul style="list-style-type: none"> • Extensive experience of managing relevant services in the public or voluntary sector. • Substantial experience of successfully developing and implementing new initiatives, including those that generate income. • Experience of coproduction, understanding its opportunities and challenges and a commitment to embed coproduction in every level of the organisation • Substantial experience of building relationships with stakeholders, including local authorities and Integrated Care Boards • Substantial experience of complex budget planning and management. • Extensive experience in managing safeguarding, and health and safety.
Knowledge	<ul style="list-style-type: none"> • Detailed understating of the charity sector and how charities work. • Extensive understanding of the health and social care sector: how services are funded/commissioned and the challenges. • Understanding of commissioning/tender/framework contracting processes. • Understanding brain injury and the challenges faced by our members, their families and carers. • Understanding of the demographic Headway east London serves. • Understanding of issues surrounding disability, social exclusion, and cultural diversity.
Skills	<ul style="list-style-type: none"> • Advanced skills in presenting to a variety of audiences • Advanced skills in business planning, including developing operational plans. • Highly developed IT skills including use of Microsoft Office packages and databases. • Highly developed communication, literacy and numeracy skills. • Well organised with experience of working under pressure, prioritising workloads and meeting deadlines.

Person Specification

Criteria	Essentials
Personal attributes	<ul style="list-style-type: none"> • A creative and dynamic individual who can take ideas through to delivery. • Clear commitment to and role model values-based leadership. • Innovative thinker with a proactive approach to problem-solving. • Personal connection and commitment to Headway east London's values. • Demonstrable commitment to working in ways which promote equity, diversity and inclusion. • Commitment to continuous personal development.
Additional requirements	<ul style="list-style-type: none"> • A sense of humour! • Personally, and professionally responsible. • To be flexible as regards working hours. • This post is subject to an enhanced DBS check.

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.



To apply

The deadline to apply is 9:00 am, Monday 23 September 2024.

Please send your **CV**, a **cover letter** (max 2 pages) highlighting why you are the right person for the role, and voluntary **Equal Opportunities Monitoring Form** to recruitment@headwayeastlondon.org.

For further information about the role and Headway East London, please contact the Chief Executive Sarah Lantsbury via email at sarah.lantsbury@headwayeastlondon.org or call on **020 7749 7790**.

No agencies please.

Headway East London is an Equal Opportunities Employer and we are committed to ensuring that all staff are motivated, skilled and rewarded by their work. We welcome applicants regardless of race, religion or belief, colour, national origin, sex, sexual orientation, disability, age and other protected status as required by law. We promote and protect human rights; they are the foundation of what we do.

We want to be an inclusive place where a diverse mix of talented people want to come and contribute their unique strengths and perspectives. We are focused on equality and believe that all the fascinating characteristics that make us different, make us more able to deliver our life-changing work with passion and creativity.

